

## Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 9th March 2017 at 5.30 pm.

### Present

Elaine Laurie (Chair)  
Tony Robinson (Secretary)  
Jean Toner ( Practice Manager)  
Iris Wilde (Treasurer)  
Peter Appleby (Treasurer)  
Christine Pigg  
Pippa Harder  
Margaret Denis  
Mr A A Zaidi  
Richard Gleadhall  
Sandria Gilling  
Kathryn Henderson (Lay Member Rotherham CCG)  
Andrew Mallender

### Apologies

Jenny Drew  
Tony Drew  
Gill Stokes  
Heather Hind

### Abbreviations used:

Care Quality Commission	CQC
Clinical Commissioning Group	CCG
Clinical Reference Group	CRG
National Association of Patient Participation	NAPP
Rotherham, Doncaster and South Humber NHS Trust	RDaSH
Dementia Action Alliance	DAA
Active Always	AA
Enhancement Service Specification	ESS

Chair Elaine Laurie  
Ground Rules Reminder (on laminate cards)  
Terms of Reference (on laminated cards))

### 1. Welcome and introduction:

- 1.1 Elaine welcomed new member Andrew Mallender to the meeting along with Kathryn Henderson the lay member from the Rotherham CCG.

### 2.0 Group Business:

- 2.1 Approval of minutes of last meeting held Thursday 9th March .l2017.  
2.2 Matters arising.

### 3.0 Patient Feedback and Survey:

- 3.1 It was agreed that a meeting with Jean to be arranged in the near future to look at the content of the 2017 survey

### 4.0 Promotion & Newsletter:

- 4.1 A meeting has been planned for Monday 13th March for the sub group to meet with Eileen Brooks to determine the content for the next Newsletter.

### 5.0 2017 Projects:

- 5.1 A major project for the practice to look into improving support for patients with autism and learning

disabilities, was discussed as it felt that this was disjointed in our area and in cases it can take four years to gain help. With backing from Dr Muthoo and Jean the group will look into raising funds to increase support for these patients. Autism Plus is a group that can provide support at around £12 per hour. Pippa suggested Patient Champions may also be another route to improve support, Len offered to ask the local education authorities if there is any available support or signposting help. Any support must be self sustaining into the future. Len and Sandria have both completed a Mental Health First Aid course which they said was very useful.

- 5.2. Elaine would like the group to arrange presentation sessions at the room available at Wickersley. A number of possible subjects are to be considered.

## **6.0 Photographs for the Surgeries:**

- 6.1. Heather has liaised with Alan the Handyman to put up the latest batch of photographs at the surgeries.
- 6.2. The purchase cost of the latest photographs was £237.45, if all are sold the projected profit would be around £111.00.

## **7.0 News from the Practice:**

- 7.1. Jean confirmed that the recruitment process for an Admiral Nurse was still in progress and she would provide an update at the next meeting.
- 7.2. The current facility where patients can order their prescriptions direct with the pharmacy's will be withdrawn in May. Patients will then need to order repeat prescriptions using the online facility or dropping off the prescription request slip at the surgery. This has been implemented to reduce over ordering and reduce costs. Jean is concerned on the impact this may have on some patients particularly people who are on their own and may find it difficult to get their repeat requests to the surgery or order online and has asked for support from the PPG to help communicate this radical change. The next Newsletter will have an article about this change.
- 7.3. Jean confirmed that a new MJOG text message system has gone live. This will allow patients to cancel the appointments by replying to the initial text reminder.
- 7.4. The company that support the website initially asked for £25 a month to continue support, this has since been reduced to £15 plus VAT. Jean highlighted to them a problem on the mobile site where the adverts appeared larger than the Practice information. In the longer term it was suggested that an alternative modernised and host the website should be considered.

## **8.0 Any other business:**

- 8.1. Kathryn Henderson gave the group an overview of the new Urgent & Emergency Care Centre which is currently planned to open in July at Rotherham District General Hospital. A presentation that was given at the local PPG Network meeting held on the 7th March has been circulated to the group. One concern is that some patients may look to visit the centre rather than visit their GP. There is a communication plan to help guide patients as to where to seek medical help and avoid them bypass their GP's is in progress. The current Walk in Centre facility based at the Rotherham Community Care Centre will remain open for a couple of weeks to overlap the opening. The Community Care Centre will remain open and continue to provide over 20 existing services.
- 8.2. Iris asked if the practice had recently extended the opening hours. Jean said the opening hours remained the same at both Surgeries but they had available a small number pre booked GP appointments on Saturday mornings which are at Broom Lane Practice. These appointment slots are to help patients who struggle to attend appointments during the week.

**Next Meeting at 5.30pm. Thursday 13th April 2017**

Meeting closed 6.35

