

Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 11th February 2016 at 5.30pm.

Present

Jenny Drew (Chair)
Tony Robinson (Vice Chair)
Jean Toner (Practice Manager)
Elaine Laurie (Secretary)
Iris Wilde (Treasurer)
Tony Drew (Website)
Peter Appleby (Treasurer)
Pippa Harder
Heather Hind
Gill Stokes
A A Zaidi

Apologies

Len Wilson
Christine Pigg
Chris Peters

Abbreviations used:

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|---|-------|
| 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-Jenny Drew

Ground Rules Reminder (on laminate cards)

Terms of Reference (on laminated cards)

1.0 Welcome and Introduction:

1.1 Jenny welcomed group members
Apologies were noted.

2.0 Group Business:

2.1 Approval of minutes of last meeting held 12th November 2015.

2.2 Matters arising:

2.3 Patients are reminded that for online prescribing need to go to a second page then submit which will then identify which pharmacy and day to collect prescriptions. As from 1st April 2016 there will be no phlebotomy service at the hospital for GP Practice patients.

We now have sessions to cover 8 hours at the surgery for phlebotomy services.

3.0 Carer's Corner Social Afternoon, Pippa and Jenny:

3.1 Discussions to place to host an afternoon tea at Rose court surgery for carer's and dementia patients to have a chat and socialise for a couple of hours. Janice Cutting from Dementia UK GP services has offered to come along to help. The sessions would probably be once a month. This will be a useful audience for patient surveys relating to Dementia services for our Practice. Pippa help to set the hosting up and other PPG members will help. Pippa is to contact Janice and we may start in April.

4.0 Admiral Nurse Campaign:

4.1 We will discuss Admiral Nurses at next meeting when Len attends with his information.
Jenny and Len to speak to Lead Nurse for Dementia care at RDGH, Beth Goss-Hill.

5.0 News from the Practice: Jean Toner (Practice Manager)

5.1 Jean has provided a work role for reception staff to always, even under pressure, to try to answer the phone in a calm and friendly voice remembering to introduce themselves. To offer patients an appointment first within two weeks if the patient says too long to wait, offer approximately 1 week away if that is unsuitable offer within 3 days. Reserve the on the day appointments for patients who state an appointment is needed on the day. Please always offer an appointment. Do not ask the patient to phone back the following day at 8am. If reception staff makes the decision that they have no

other option but to give an appointment that may not agree with the Dr, to give the reason to Jean or the Dr. These conditions apply to Nurses appointments also.

The on-call Dr after a weekend or bank holiday will now have a clinic at the Stag for patients only booked on that day. Staff to offer appointments as routine 2 weeks then 1 week away and patients with acute conditions to see a Dr that day. Staff are allowed to unblock appointments even though there are guidelines but to use their judgment, most evening appointments are reserved for patients who work and non-urgent follow ups for school children.

Jean will discuss with the Drs how Dr Jones manages patients on-call because that seems to be working well.

Dr Jones does his paperwork in his room and reception staff put urgent calls through to him which he triages and he will see the patient if necessary or sort their health problem over the phone. Dr Jones usually receives 5 to 6 calls.

Trial, Dr Muthoo sat in reception listening to staff taking calls and took the call himself and dealt with the problem when possible. Staff to have name badges and wear them at all times. There were 70 missed appointments last week.

Still problems with patient's prescriptions, some were not available at pharmacies. Jean confirmed all prescriptions were processed promptly at the surgery and the pharmacies are not organised with the new system as yet.

6.0 Any other business:

6.1 PPG donated £20.00 to the Rotherham hospice in memory of Tracy. Photo competition still ongoing. Heather is sorting some pictures for sale at The Art House. New York Stadium are hosting a talk on child protection 10th March PPG members attending.

Pippa suggested a newsletter of one sheet with information from the practice to be left in each surgery for patients.

Jenny to invite Katherine Rawlins from Dementia UK in relation to the Practice joining Rotherham Dementia Alliance.

7.0 Next Meeting at 5.30pm. 17th March 2016

Meeting closed at 6.40pm.

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