

**Patient Participation Group Meeting held on ZOOM
Minutes of Meeting Monday 7th Sep 2021 at 5.30pm**

PRESENT

Tony Robinson (Chair)
Steve South (Vice Chair)
Christine Pigg (Rose Court Café Lead)
Pippa Harder (Secretary) (Carers/Media)
Jayne Griffith (Patient Awareness/Events)
Len Wilson
Ralph Yeo
Dr Lis Rodgers
Jean Toner (Practice Manager)

APOLOGIES

Heather Hind
Liz Higgins
Margaret Denis (Rose Court Café Lead)
Frank Rees
AA Zaidi

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 |
| Did Not Attend Appointment | DNA |
| Primary Care Network | PCN |
| Advance Nurse Practitioner | ANP |
| Long Term Conditions | LTC |
| Health Care Assistant | HCA |

Chair – Tony Robinson

1 Welcome and Introductions:

Ground Rules - key point stick to time to prevent meetings overrunning.

1.1 Apologies noted

1.2 Tony introduced a new member to the group, Dr Lis Rodgers.

Dr Rodgers – I have been volunteering as a vaccinator at the St Ann's Covid site, was impressed with the Stag Practice organisational skills and decided to join. Pippa invited me to join the PPG, which I accepted, and hope to be an asset to the group, offer help and advice.

Each of the members present introduced themselves.

2 Group Business

2.1 **Approval of minutes from last meeting** – Approved and seconded.

2.2 **Matters arising** – none

3 Carers Café

Christine updated the group on the reopening of the café. We restarted last Friday, this was not held at Rose Court, we had a celebration at Hellaby Hall Hotel and treated everybody to an afternoon tea; it was successful, everyone enjoyed it and, so lovely to see everybody again. The next meeting will be at Rose Court on the 17th so we can get back to the first and

third Friday of each month, as we were before. We are looking into GDPR to sharing photographs.

Tony announced that Elaine and Iris had now stepped down from the café and they were given a thank you gift of National Garden Vouchers jointly from the PPG and the Practice. Thanks were given to Christine and Margaret for getting the café going again and we are sure it will go from strength to strength.

Lis asked if it was a dementia café, or for the isolated? Christine replied it is for anyone in need.

4 Patient Communication – How Practice is working

Bad publicity about the GP practices. Tony said we need to get out a sensitive message. Jean stated a new urgent care service is being planned, but this is in pilot stages, it would be better to be shared next meeting.

Lis suggested we highlight as a practice what percentage of F2F, and telephone consultations were being made to show we are at getting back on top with that, also reinforce that many patients are more than happy with their telephone consult. Unfortunately, the negativity is being fuelled by the press.

Pippa stated that sometimes the message from the practice needs to be clearer over the phone, to start on a negative that we are not book doctors' appointments is wrong. A message/task is sent through to the doctor who will make a call back and decide if a F2F is necessary, at no time does the receptionist make this decision.

Jean, we never stopped seeing patients F2F when Covid hit, however other practices do operate differently. We need to remember that before the onset of Covid, we were already struggling with the workload.

5 Flu Vaccination Programme

Jean – an agreement was made with Broom Lane that we would share the clinics at the Stag practice site. Hopefully there will be 10 vaccinators, we aim to get through 1,000 patients in 5 hours. Our vaccine was not due until 26th Sept, Broom Lane's the 6th, we are going to share the vaccines so we can start the clinics early and plan through to do later session, middle Oct/start of Nov for anyone who might have been away. There will over 65 and 64 & under separate clinics, these will be advertised accordingly.

Pippa will be setting up a volunteer rota.

Jayne pointed out both she and her husband received an invite on the same day, but only one was able to book on. Jean said she will investigate this as if there is an age difference a different date/clinic would be needed.

6 Practice News

Recruiting a new admin person and two receptionists, this is not to replace but to increase the team size. Lynne, Carole and Sarah are all retiring.

Two new band 4 nurses have joined the PCN to help Liz Tomlinson with the dementia patients, 50% of their time will be working with that workload, the other work will be within the PCN urgent care. We are trying to gear up all we can for the increased workload but are struggling with the lack of consulting rooms now.

The third vaccine phase - unsure what is happening with 12 – 15-year-olds yet, we will be giving the 3rd jab for the vulnerable, who will then receive a booster in 6 months, also the boosters that will be due.

7 AOB

Tony thanked everyone for attending and will advise the next meeting date in due course