

Patient Participation Group Meeting held at The Stag Medical Centre  
Minutes of Meeting Thursday 11th October 2018 at 5.30pm

Present

Tony Robinson (Chair)  
Pippa Harder (Treasurer)  
Jean Toner  
Len Wilson.  
AA Zaidi  
Heather Hind  
Margaret Denis  
Jayne Griffiths  
Frank Rees  
Eileen Walsh  
Megan Hawley

Apologies

Sandria Gilling  
Christine Pigg  
Liz Higgins  
Ralph Yeo

Abbreviations used:

Care Quality Commission	CQC
Clinic 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

Tony Robinson (Chair)  
Ground Rules Reminder (on laminated cards)  
Terms of Reference (on laminated cards)

**1.0. Welcome and Introduction**

- 1.1 Tony welcomed Eileen Walsh and introduced her to the group.  
Eileen is interested in joining the group.  
Apologies were noted.

**2.0 Group Business**

- 2.1 Approval of minutes of last meeting held Thursday 9th August 2018.  
2.2 Matters arising

**3.1 Flu Clinics**

- 3.2 The first of the planned Flu Clinics has taken place on the 6th October and was well attended. Despite quite a lot of patients arriving before 9am, there was only couple of complaints about the increased waiting time.

Rotherham Cancer Care ran the refreshments stall and the Hospice had a stall selling various items.

The PPG ran the raffle which is to be drawn on the 30th November.

This years prizes are a £200 travel voucher donated by Leger Travel.

A £50 M&S voucher and a couple of prizes comprising of a selection of wines and spirits donated by the PPG and individual members.

Tony thanked everyone for their help and support of the morning.

Pippa updated the group with the money that was raised on the day.

PPG Raffle. £150.30

Maple -Rotherham Cancer Care. £167

Rotherham Hospice. £300.15

- 3.3 The future days for the Flu Clinics are  
22nd October 4 - 12  
31st October 2 - 5 Children's Clinic  
1st November 2-5 Rose Court  
15th November 2-5  
22nd November 2-5

Due to the problems obtaining the Trivalent vaccine which is recommended for over 65s, there will be other clinics added.

- 3.4 Jean stated that the supply of the Trivalent vaccine was still an issue. The group suggested that their concerns over the potential impact on patients should be raised.

#### **4.0 Book Sales Process**

- 4.1 The book sales process has been finalised and circulated to the group.  
The current process enables a donation based on the sale of the books to be made from the PPG to the Purple Butterfly Appeal without reducing the amount the Carers Cafe receives from the sale of books.

#### **5.0 New Members Draw**

- 5.1 The prize draw for new member joining the PPG or the virtual group was made and the prize winner will be contacted.

#### **6.0 Practice News**

- 6.1 Jean informed the group that the clinical staff had attended an education session on understanding patient exercise levels, and recommending self-raising help and advising of various pathways for patients to consider.  
To help clinical staff assess patients exercise levels and recommend ways to increase exercise along with explaining the benefits of doing so they have been given an exercise prescription pad to use when interviewing patients.

The group agreed this was a good initiative but had concerns as to how honest some people may be about their exercise levels. It was agreed that the group could help promote activities to help patients improve their own health and fitness levels.

**7.0 Carers Awareness Sessions**

7.1 It was agreed that the Carers Awareness sessions will be put on hold during the current busy period.

**8.0 Any Other Business.**

8.1 Jayne stated that she felt the cleaning product used at the surgery were possibly irritating her respiratory allergy. Jean stated that she will look into what products are being used by the cleaning staff.

8.2 Eileen asked why the telephone messages took so long and are they necessary particularly the message re dialling 999 if you suspected you may be having a heart attack.

Jean explained that the reason for the messages and that they had been moved to a different location in the message process so they were active only when queuing.

8.3 Tony has had an email from a patient asking if the installation of an handrail from the car park to the entrance door could be considered.

Jean stated that non of the risk assessments had ever highlighted this, but the suggestion would be considered in the future.

Next Meeting 5.30pm Thursday 8th November 2018

TR1/11/18