

**Patient Participation Group Meeting held on ZOOM
Minutes of Meeting Thursday 13th August 2020 at 5.30pm**

PRESENT

Tony Robinson (Chair)
Christine Pigg (Rose Court Café Lead)
Pippa Harder (Secretary) (Carers/Media)
Len Wilson
Ralph Yeo

APOLOGIES

Jean Toner (Practice Manager)
Steve South (Vice Chair)
Margaret Denis (Rose Court Café Lead)
Jayne Griffith (Patient Awareness/Events)
Heather Hind
Frank Rees
Liz Higgins
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

Chair – Tony Robinson

1 Welcome and Introductions:

- Ground Rules - **key point** stick to time to prevent meetings overrunning.
1.1 Apologies noted

2 Group Business

Tony announced Rose Court Café has received £5534 Lottery funding. The committee passed on congratulations to the group.

Chris said extra activities, outside of the café, would be arranged once things were up and running again. All agreed this was not going to be in the near future. Amongst the group that attended, friendships formed and resulted in meet ups for lunches/teas in between the café meetings. It has proved of real benefit to all who had attend.

3 Updates from the Practice Manager – meeting comments in blue text

1) All appointments are primarily by telephone or skype. The Clinical Practitioner will decide on the call if the patient needs to come in and have a face-to-face appointment. We still need to keep footfall into surgery as low as possible. We have to wear different PPE between every patient we see, cleaning down all surfaces after each patient leaves. We cannot distinguish who may be spreading the virus.

TONY: Patients are still attending the surgery as and when necessary, from the beginning of the year the Practice had kept on top of routine tests and management of LTC.

2) The new phone system is proving problematic the company are advising they can't find suitable 5g and say if we have 4g calls may be cut off, I am not accepting this as patients are waiting long enough without getting cut off as well. Apparently, we will need to purchase separate fibre for the phone system, as our present fibre to the clinical system cannot stand other service pull off. Whilst awaiting new telephone lines, using "Message GP" on the App

is proving useful for those who cannot get through. We are one of the few surgeries trialling it.

TONY: we need to encourage more patients to download the app, this would help free phone lines. Via Facebook, we had assisted patients to use the Message GP facility when they contacted us about not being able to get through. There has been a lot of negativity from patients unable to get through by phone. Callbacks by clinicians also blocked the lines from time to time, the Practice are working to sort this problem as soon as possible.

3) The drive through flu clinic is still in the planning stage. Alternative arrangements will be made for housebound etc.

TONY: gave the background of the plans discussed so far. Back in June, Jean had come up with the idea of a drive through clinic, sites visited, logistics, and safety now being worked on. This takes us on to the next item, a trial drive through.

4) We are running a small Pneumonia drive through clinic, and are using this as a trial run for the drive through flu clinic. Patients will be contacted by the surgery to take part.

Tony and Pippa had been invited to help out and to give feedback from a patients point of view. This will be held 26th August at Canklow Surgery. A barcode scanning system will be trialled and the time it takes per patient to be recorded.

5) App can be used to book flu appointments when they open, so it will be good if we encourage more patients to download it. We will still need to take calls but booking via the App will release the phones for patients to access GP appointments

6) The Rose Court reopening is delayed due to staff having to isolate for family members who have infection or pre hospital isolation. As this situation is still ongoing, we will not be able to operate both sites. Whilst the surgery is closed, a new clinical room has been created and the ramp has been improved for easier access.

A new consultation room has been created, a new door installed, the ramp has been completed.

7) A door entry system has been installed at both sites; prior to this, a member of staff had to stand in the lobby to let patients in.

8) Hubs open for extended hours at weekends only for clinical practitioners, though there are physio appointments through the week.

Tony pointed out the benefits of the Health App for booking Doctor/Nurse/Healthcare Assistants appointments; these are only on Saturday and Sundays now. The Physiotherapist has appointments throughout the week.

- 4** The experience of Covid Tests locally was discussed; committee members had been to various sites and had home testing kits. Chris went to Meadowhall Car Park, well organised, had the test in the morning and got the results back by the evening. Tony went to one at Worksop Road, Attercliffe, tests inconclusive, did a further home test kit. Ralph was due to go to Woodside. Midland Road drive through is still open, bookings were preferred. Forge Island walk through is operational, again, bookings preferred.

Tony wound the meeting up, thanked everybody for attending and for keeping to time.

Next meeting to be confirmed in due course