

**Patient Participation Group Meeting held at the Stag Medical Centre
Minutes of Meeting Thursday 13th February 2020 at 5.30pm**

PRESENT

Tony Robinson (Chair)
Steve South (Vice Chair)
Margaret Denis (Rose Court Café Lead)
Christine Pigg (Rose Court Café Lead)
Pippa Harder (Secretary)
Heather Hind
Frank Rees
Len Wilson
AA Zaidi
Jean Toner (Practice Manager)

APOLOGIES

Jayne Griffith
Liz Higgins
Ralph Yeo

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

Chair – Tony Robinson

1 Welcome and Introductions:

Ground Rules circulated, **key point**, sticking to time to prevent meetings overrunning.

1.1 Apologies noted

2 Group Business

2.1 Approval of minutes of last meeting held 12th December 2019

2.2 Matters Arising - None

3 Liaising with other PPG's

Swallownest Health Centre's PPG member unable to attend today and will come to March meeting.

Tony attended their meeting in January and Porter Brook Medical Centre's in December.

Network PPG Meeting attended at Carlton Park, Chris Edwards gave an overview of the new the new National Health Plan. Next meeting: 22nd May 2020 at 2pm.

4 Social Prescribing

Alice Butler is our PCN Link Worker for all practices within our PCN. Role: A non-medical approach to support patient's wellbeing: social isolation, befriending, sign posting for debt and other issues. Help is given by Short-term support, 6 -12 contacts over a period of three months. An information pack handed to each member. Referrals through practice only at this time, eventually rolled out to self-referral. Tony thanked Alice.

5 PPG Roles

Tony remains Chair for another year. Steve South appointed Vice Chair, Tony and Jayne, sharing Treasurer's role. No volunteers for Secretary!! Tony nominated Pippa, Steve seconded.

6 Practice News

All ANPs have left for posts elsewhere. There are ANP's in the PCN surgery; this will be held at Canklow Practice, chosen, as it is one bus ride for patients of all the network surgeries. Our patients can be directed there any day to see an ANP, if necessary.

Sit & Wait stopped altogether at Stag, due to abusive attitude towards and a general misuse of service by some patients. The whole committee agreed it was a great shame as they mainly received positive feedback.

We now have our own trainee ANP, Jess, two specialist respiratory nurses, Steph & Gemma, ex Breathing Space nurses.

Mr Zaidi informed Jean that patients ringing at 8 am cannot get through, when they do get through no appointments available for two to three weeks. There are now four-telephone lines, five staff between Stag & Rose Court taking the calls. Jean pointed out that they have lost two members of staff and have just replaced them with two specialist nurses; an advert is out for a full time Health Care Assistant. Fewer appointments available, more urgent cases seen but routine appointment with a Doctor of choice is not currently doable.

Complaints raised re lack of confidentiality at the desk and in the privacy room.

7 Health Awareness Initiatives

The Cancer awareness session held on 21 January was successful, engaged with seven patients, from those seven it has filtered out further as they took literature to inform family and friends. We handed out many Health App leaflets, Tony pointed out that from April that the CCG are looking at a new way for people to sign up to save them having to attend surgery with ID. PPG discussed with quite a few patients, new virtual members and possibly 2 new members to join our committee.

Hoping to arrange a Mental Health awareness session on 18th March and, a Diabetes session in April. We continue to promote health and wellbeing initiatives via our Facebook/Twitter pages.

8 Any other business

Rose Court Café sent a thank you card for cheque received from Tony at the last Café. Margaret introduced Tony to one of the café attendees who sung everyone's praises. Rotherham Hospital has now received the cheque for Purple Butterfly Suite. Suzanne Rutter will attend a future PPG meeting to update us on forthcoming events.

Tony thanked everyone for attending and closed the meeting at 6.30

9 Next meeting Thursday 8th April 2020 5.30pm