

Patient Participation Group Meeting held on ZOOM
Minutes of Meeting Monday 15 February 2021 at 5.30pm

PRESENT

Tony Robinson (Chair)
Steve South (Vice Chair)
Christine Pigg (Rose Court Café Lead)
Pippa Harder (Secretary) (Carers/Media)
Frank Rees
Len Wilson
Jean Toner (Practice Manager)

APOLOGIES

Heather Hind
Ralph Yeo
Margaret Denis (Rose Court Café Lead)
Jayne Griffith (Patient Awareness/Events)
AA Zaidi
Liz Higgins

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

2 Group Business

- 2.1 **Approval of minutes from last meeting 18 Jan 2021** – Approved and seconded.
2.2 **Matters arising** - none

3 Tablet purchase for Admiral Nurse

Steve South – the tablet should be here by Wednesday; it is a 10-inch Samsung Galaxy Tab complete with case. A vote of thanks was given to Steve for generously donating the tablet through his company.

Tony Robinson – due to the tablet being donated, we still have funds to purchase items for patient's wellbeing, especially if, proposed groups covering Mental Health and other conditions are started by the

PPG or practice. It was agreed to change the name for the sum held from Dementia Pot, to Patient Wellbeing.

4 COVID Vaccination Roll Out and Patient Communications

Jean Toner - All our Care Homes and staff have been vaccinated. Extra administration work was created as some staff had been invited up to Green Oaks, by the Council, no exact record was kept which resulted in daily checks. This has been resolved. Stag are providing many vaccinators, including HCAs and administration staff.

Queried if we had heard of any patients who may not have been vaccinated who should have been. It has been frustrating for some patients whose friends, of a similar age has received their appointments/vaccines and they hadn't heard. This is due to the way the booking system works. Work was now being done to reach the vulnerable groups such as the homeless. The role of The Gate Surgery and Shiloh were discussed. Len Wilson will update next meeting.

5 Telephone Systems improvements

Progress has been made and system agreed. Work should start in April/May

6 Practice News

The practice staff have sadly had six family deaths, some due to Covid. The group sent their sincere condolences to them all and wished them well. Although this has had some impact on staffing, it has just about been manageable as Rose Court is currently closed. Rose Court is being used by the Wounds Dressing Service.

The role of the receptionists was explained in detail and how calls are handled.

7 Future Meetings

Tony asked if the committee were happy with the Zoom meetings for now. It has been agreed Monday evenings will now be the set meeting for day. This works better for Jean as she is usually on site due to the late evening surgery. Len may not always be available on Mondays due to Shiloh meetings, we will work round that. Discussions will be made about inviting some virtual members to future meetings and will plan in next meeting. Pippa has been trying to get new members down at the vaccination site, even if they start off as virtual ones, quite a bit of interest has been shown.

8 AOB

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