

**Patient Participation Group Meeting held at the Stag Medical Centre  
Minutes of Meeting Thursday 14th November 2019 at 5.30pm**

**Present**

Tony Robinson (Chair)  
Pippa Harder (Treasurer)  
Jean Toner  
Frank Rees  
AA Zaidi  
Heather Hind  
Liz Higgins  
Margaret Denis  
Christine Pigg  
Ralph Yeo

**Apologies**

Steve South  
Len Wilson  
Jayne Griffiths

**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

**Chair – Tony Robinson**

**1 Welcome and Introductions**

1.1 Apologies noted

**2 Group Business**

2.1 Approval of minutes of last meeting 10th October 2019

2.2 Matters Arising

**3 Baby Clinic**

Heather gave the group an overview of the activities she does with the children at the Baby Clinics which are held on Wednesday afternoons. The feedback from the parents is very good.

The group thanked Heather for the excellent support she gives to the children and look forward to future updates.

**4 Flu Clinics**

An additional Flu Clinic has now been planned for Thursday the 21st November 9 - 12:30 any help from members would be appreciated.

Tony thanked all the group members who have attended the Clinics and helped with patient support and charity fund raising.

The raffle draw will take place at the next meeting.

**5 Health Awareness Promotions**

A Prostate awareness session has been ran with support from the Be Cancer Safe team.

A Diabetes promotion is planned for December and the running of a DESMOND group is under discussion.

**6 Patient Feedback**

During the Flu Clinics a number of patients commented on the length of time taken to answer telephone calls, others mentioned that the music played when on hold could be better or changed from time to time.

Jean said she would look into the these points.

**7 Cafe Poster.**

Special non reflective paper has been ordered for the new poster to be printed.

**8 Practice News**

The Rotherham Health App is still causing confusion particularly re the alignment with System Online. The feeling is that more information re the App should have been provided to staff before it's launch.

Sarah Atkinson is moving to a new position at Chesterfield hospital.

Jessica Rose Shaw is currently training to be an Advanced Nurse Practitioner.

The sit and wait appointment process is starting to come under pressure with the amount of patients needing urgent appointments. This process will be reviewed in the near future.

**9 AOB**

Mr Zaidi asked about the format for the tribute to Peter Appleby,.

This is in hand and hopefully will be in place next month.

Margaret and Christine informed the group that the Cafe is pretty much full and ideally could do with a venue with more room.

However they do feel that if it was moved too far away from the current venue at Rose Court some visitors may not be as comfortable in attending the Cafe afternoons.

It was agreed this would be discussed at the next PPG meeting in December.

**Next Meeting Thursday 12th December**

