

Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 15th October 2015 at 5.30pm.

Present

Jenny Drew (Chair)
Tony Robinson (Vice Chair)
Elaine Laurie (Secretary)
Jean Toner (Practice Manager)
Iris Wilde (Treasurer)
Tony Drew (Website)
Mr AA Zaidi
Christine Pigg
Pippa Harder
Heather Hind
Barry Long
Len Wilson

Apologies

Gill Stokes
Chris Peters
Peter Appleby (Treasurer)

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
Electronic Prescription Service	EPS

Chair-Jenny Drew

Ground Rules Reminder (on laminate cards)

Terms of Reference (on laminated cards)

1.0 Welcome and introduction.

- 1.1 Jenny welcomed group members and a new member Mr Zaidi who we hope will become involved with the group. Jenny explained the ground rules the constitution and terms of reference. Apologies were noted.

2.0 Group Business:

- 2.1 Approval of minutes of meeting held 13th August 2015.

2.2 Matters arising:

- 2.3 Iris reported that a receptionist (no name badge) was abrupt at Rose Court. Pippa raised the question of whether the Practice were adopting the NHS Campaign of 'Hello my name is'. Jean Toner (PM) replied and stated the badges were too cumbersome and that there had been problems with stalking so full names were not being used on the badges. The issue of answering the telephone using their name is to be reinforced and the new name badges that have been ordered should help in identifying staff.

3.0 Flu Clinic days – Feedback

It was agreed that the Flu Clinic preparation had gone well and arrangements for the next one were set in place. Everyone concerned agreed to meet at 12.30 pm on the 16th October at the Stag Medical Centre to set up ready for a 2pm start of the Flu Clinic. The money banked so far was £300 from the Stag Medical Centre and £220 from Rose Court so we all felt we were on target. Leaflets relating to the new Electronic Prescription Service (EPS) were given out by PPG members to patients attending the Flu Clinic.

4.0 Electric Prescribing

- 4.1 Jean Toner (PM) gave an account of how the Electronic Prescription Service (EPS) would work. The service is due to commence on the 3rd November 2015. Tony Drew agreed to add this information on the news section of the Practice website.

5.0 News from the Practice:

- 5.1 Two new receptionists, Leanne and Lisa have been appointed and will be joining the Practice on a permanent basis. Jean Toner (PM) reported that there was still a shortfall to backfill some sessions so other receptionist/admin staff will be appointed in future. A new Practice nurse Zoe Smith has also been appointed, she starts on the 9th November 2015 and amongst her duties will be managing Diabetic patients.
- 5.2 Jean Toner (PM) reported that she was arranging for Rose Court to be decorated, some trees to be pruned and the roof to be inspected at the Stag Medical Centre.

6.0 Any other business:

6.1 Appointments protocol

Mr AA Zaidi raised the issue of appointments for future dates e.g. 2 weeks, 1 month, 2 months and that they should be able to be booked in advance before the patient leaves the surgery or when they phone up. Jean Toner (PM) explained that it is possible to do this but that it is a training issue which she is in the midst of sorting out with all staff. She is going to explore the appointments system yet again with everyone and will feedback to the PPG periodically as and when things are sorted.

Mr Zaidi had also raised the same issue with the Rotherham Hospital Foundation Trust and he has a meeting scheduled with the Operations manager and team to try and sort it out for patients attending the hospital.

- 6.2 Dementia training day is on the 3rd of December at 1pm at the Stag surgery staff and PPG welcome, Katherine Rawlings will be doing the training.
- 6.3 Tony Drew requested that the closing day for the photo competition be extended to end December, all were in agreement. A new advertising poster will be produced and amendments made on our Facebook page.
- 6.4 Iris informed the group that she had sent a card, on behalf of the group, to Chris & Tracey wishing them well on leaving the Practice and for all the support they had given to the PPG.
- 6.5 The issue of Admiral Nurses was raised again and it was stated that service in situ currently – Carer's Resilience is suitable for patients and families when in a crisis. Jean Toner (PM) stated she was monitoring the service to see if it met the needs of patients in the Practice. Discussion took place as to what support was in place when the crisis was over and this is where the PPG think Admiral Nurses would better meet that need. It was decided that an Agenda item for next month would be set to discuss how we as a Practice and PPG proceed with our campaign to instigate the services of Admiral Nurses.

- 7.0 Next Meeting 12th November at 5.30pm.