

**Patient Participation Group Meeting held on ZOOM
Minutes of Meeting Monday 12 April 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 15 Mar 2021 – Approved and seconded.

2.2 Matters arising – none

3 Patient Confidentiality

The Practice will only leave messages on patients' home phone, a general message would be left, we are trying to contact a household member. Otherwise, we send letter.

4 COVID Vaccination Roll Out and Patient Communications

Jean Toner, no update from the Health Authority about any other vaccines available in England other than Pfizer and Astra Zenica. If any new Vaccines became available, all the nurses would have to do the training to be able to administer them; this would be via E-Learning, there is not much difference from administering the other vaccines. Currently no problem with Vaccine availability, it is just the allocation we have to wait for and this can be very short notice.

If there are vaccines left at the end of the session, there is a list of patients who can be called at short notice, no vaccines go to waste. We have had an opportunistic

clinic at the end of the day where we have put 120 extra patients in. Even then there were two doses left, but we were able to call in two key workers to use them. We are trying to make sure we haven't missed anyone for their second doses in the 50 and over, also the 40 and over for first doses. Any vaccines over we call in people in the younger cohorts.

5 Telephone Systems improvements

This is now paid for and should be put in as soon as they can. Due to the length of time and the ongoing problem, they have promised to put us at the front of the queue. They have said April, but watch this space.!!

6 Practice News

The practice is having some of the clinical rooms refurbished, Rose Court has had structural changes and been upgraded in readiness for reopening. Rebecca is working on the staff rotas, calling back people who have now had their second vaccines.

Nothing will be changed regarding social distancing and wiping down after patients, due to the new variants we cannot afford to lower our guard.

For our PCN we have just appointed two nurses who will work alongside Liz, Admiral Nurse, to help with the caseload.

Appointed one new experienced practice nurse. Should be able to do similar work to what I was doing – general practice. We may have Rose Court as nurse led, to manage chronic conditions and long-term management.

Liz will be doing more within the PCN now.

We have most patients in Rotherham on SystemOnline, 4,500 patients. Patients are reluctant to sign up for Rotherham Health App, but we are doing really well to promote it. There are problems with the Message App, Tony has contacted them. There are lots of positives, we are wanting to access and for uploading photos and videoing. Although it looks as though we are doing less, in actual fact, because a lot is via online, etc patients don't realise how much the work load has increased. More updates next meeting.

7 Future Meetings

It was decided that future meetings will be Mondays

8 AOB

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