

Patient Participation Group Meeting held at the Stag Medical Centre
Minutes of Meeting Tuesday 8th March 2022 5 pm.

Present	Apologies
Tony Robinson (Chair)	Margaret Denis
Steve South (Vice Chair)	Ralph Yeo
Jayne Griffith (Secretary)	Heather Hind
Christine Pigg	AA Zaidi
Pippa Harder	Frank Rees

Len WilsonSheila Bunting

Dr Lis Rodgers

Rebecca Hutson (Practice Manager)

Julie Schofield (Rose Court Café)

Suzanne Patrick (Clinical Lead/Manager)

Jean Toner

Abbreviations used:

Care Quality CommissionCQC
Clinical Commissioning GroupCCG
Clinical Reference GroupCRG
National Association of Patient ParticipationNAPP
Rotherham, Doncaster and South Humber NHS TrustRDaSH
Dementia Action AllianceDAA
Active AlwaysAA
Enhancement Service SpecificationESS
Did Not Attend AppointmentDNA
Primary Care NetworkPCN
Advance Nurse PractitionerANP
PCN Link WorkerPCNLW

Chair – Tony Robinson

1. Welcome and Introductions:

1.1 Apologies noted

1.2 Julie Schofield who helps with the Rose Court Café and a volunteer with the vaccine rollout team, was welcomed as a new member to the Committee. Introductions were made.

2 Group Business

2.1 Approval of minutes from previous meeting

2.2 Matters Arising

2.2.1 Item 4.3 Steve stated that he had not received information requested.

2.2.2 Item 4.4 Steve thanked Suzanne for the helpful feedback.

2.2.3 Item 6.3 Call diversion system is working efficiently. One line for both services, getting good feedback.

PPG Activities- Health Awareness

3.1 It was noted that more patients were coming into the surgery.

3.2 New community/social projects needed to be promoted. It is hoped a spreadsheet will be produced in conjunction with the PCN Link Workers, promoting smaller groups that are not represented on Gismo.

Pippa requested to be informed of any new activities so that members may be aware of, these can be promoted on social media, waiting rooms and the spreadsheet. A weekly session is held at Rawmarsh Community Health Centre, Barbers Avenue, 10.30 Thursday Mornings. Our PCNLW is Izzie Dickinson.

3.3 A list of pharmacies doing vaccinations is now circulating and updated weekly, more if necessary. This is available in the practice, on Website and in social media.

3.4 Lis thanked the practice for the organisation and running of the vaccine program. Tony seconded that.

3.5 Lis asked about promotion for vaccination program for the patients not on social media.

3.6 Suzanne clarified that the practice was still doing vaccinations, including homes and care homes and the 4th booster. All patients without technology, mobile phones are contacted by landline or letter. The practice keeps an updated record of who has or hasn't been vaccinated.

3.7 Suzanne promoting vaccinations for children and there will be sessions in the practice.

4. Carers Cafe

4.1 Christine gave an update on the cafe. Games involving touch had been reintroduced and they were pleased to welcome two new attendees. Looking into future trips and events. Tony thanked them for all their efforts.

5. Jean Toner Practice Manager Retirement

Tony brought Jean into the meeting to discuss her retirement, she has been with the practice 32 years and became practice manager in 2015.

Tony thanked Jean for all her hard work and commitment to our patients and the practice. Jean inspired the practice staff and fully supported the PPG particularly the Carers Cafe.

Jean took the lead on the Admiral Nurse and bringing it to fruition for us, and the way it is now going to spread across all the PCNs in Rotherham.

Jean also managed the the flu drive through in Autumn 2020 which provided a blueprint to work from for the Covid vaccine rollout.

Comments from the group members.

Steve – you've made a world of difference. Lis, joined because of meeting and working alongside Jean at the vaccination Centre and has never looked back. Jayne, I joined from another practice, Jean is an amazing manager, and the inclusion of the PPG is one of the reasons I joined.

Jean thanked everyone for their kindness, and added it's always been about teamwork and building up a strong team to take over on her retirement. She had been working with the team of Rebecca, Suzanne, and Loraine for over seven years and saw no reason why it shouldn't carry on in the same vein.

She thanked the PPG for all their innovative, patient focused ideas; the Rose Court Café, signposting, raising awareness, supporting patients and future projects which are in hand. For me it's about listening, to staff patients and particularly the input from the PPG. Listening to the research Len and Jenny had put into the Admiral nurses, I knew the one-day training for practice nurses was not the right way forward for patients living with dementia. That together with our forward-thinking GPs, the drive and determination of the PPG, we made it happen.

Dementia UK teamed up with Raven PCN, a proposal was put to the CCG hence all the PCN's will have their own Admiral Nurse, we are the employers, making this a primary care rather than a secondary care service.

"I believed right from starting in nursing at the hospital, then joining GP land, it was about being patient focused. When I first started, nurses were not supported with education, so I studied in the evening to enable me to give my time to the patients, that's why I'm pleased to have introduced the Agenda for Change. So, our nurses are supported now, they now have decent conditions of service, they can progress within the practice; Jess came as a nurse and is now doing her Advanced Nurse Practitioner Masters, Marie joined as an HCA and is now on second year of her nursing degree. The plan was to grow our own team and be happy as a team. It's been so good that Dr Muthoo has been so forward thinking.

Tony thanked Jean and wished her and Gerry all the best for the future; and told her there was a gift from all the PPG in her email box. There followed a round of applause and three cheers. Everyone agreed she would greatly be missed.

6. AGM Date to be announced.

7. Practice News particularly the input from the PPG

7.1 The main practice news is waving goodbye to Jean, which no one is looking forward to.

7.2 Best wishes were sent Laura who is getting married in April.

7.3 Jean stated that there is an ongoing program upgrading, including a gate, new signs.

7.4 Notice boards/leaflet wall holders to update the waiting rooms.

7.5 Looking at integrated team/PPG meetings on teams. Working with a joint PPG meeting with Central North PCN. Lis backed Teams PPG meetings.

8. Any other business

8.1 Lis stated practice and GP workload functioning back up to normal - pre Covid levels.

8.2 Tony mentioned the possibility of a newsletter/bulletin to update patients and send out positive message using an Easy Read format so accessible to all. Lis has offered to help and this will be discussed further at the next meeting.

9. Next meeting T.B.A.

Tony closed the meeting and thanked everyone for attending.

