

**Patient Participation Group Meeting held on ZOOM
Minutes of Meeting Monday 10 MAY 2021 at 5.30pm**

PRESENT

Tony Robinson (Chair)
Steve South (Vice Chair)
Pippa Harder (Secretary) (Carers/Media)
Ralph Yeo
Frank Rees
Len Wilson
Jean Toner (Practice Manager)

APOLOGIES

Christine Pigg (Rose Court Café Lead)
Margaret Denis (Rose Court Café Lead)
Jayne Griffith (Patient Awareness/Events)
Heather Hind
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 12 April 2021** – Approved and seconded.
2.2 **Matters arising** – none

3 IMPROVING DIGITAL EXPERIENCE

Tony introduced Karen Marshall & Wendy Grafton.

Ralph – people that know the least about the digital world are the ones that need the most help. The committee and all involved need to realise not everyone is knowledgeable or confident. **Tony** – need to make all applications as easy and accessible as possible. Currently there are a lot of problems with the Rotherham App Log in. Patients are confused by the NHS log in pathway to the App. **Karen Marshall** – this is in hand and the system improved by September to make the best of both Rotherham and NHS app. **Ralph** – I speak to a lot of people who have no idea about computers, why not concentrate on the smart phone usage, not the laptops/computers. **Tony** – there are new systems in place for signing up which save the practice time **Ralph** – people do not realise their phones are hand held computers **Karen Marshall** – we are working on solutions which involve the phone, including texting, good way of communicating. **Pippa/Tony** – prior to lockdown we were promoting the Roth App in the practice. Since lockdown, a lot of patients have struggled with vaccine

bookings, they have clicked on the text link, not realising they needed to be connected to the computer. Made the group aware of the Digital Inclusion Network run by Rotherfed, the PPG had been assisting patients to sign up during lockdown via social media, other voluntary groups are keen to be involved. – we are up to 12% of Rotherham patients on the app now. What applications would be needed that are not on the app. **Tony** – to send a message to the gp, it is just a strip bar, once you've typed it in you cannot read easily to edit. **Karen** – Wendy has sent an email out with a survey to the whole of South Yorkshire, will forward to Tony to circulate. **Steve** – my age group need everything online. Does not think 12% is very impressive. Needs a text to confirm any action taken, bookings etc. Wendy – this exercise is about finding out what patients want. **Steve** – we don't want paper confirmations. You need an opt out service and then let people opt in, so they can be reminded three times. System One preferred choice as it fulfils all my needs, you need to give something better than SystemOne to make me change to the health app, it's not happening. **Karen** – we have a DPIA (Data Protection Impact Assessment) agreement so we don't spam people with reminders. We are looking for a minimum viable product, this will be based on all the feedback from the survey. Key themes: access to own care plan, hospital appointments, test results. **Tony** - Karen is going to circulate the information to the group for us to pass on to other PPG members. Another session will be arranged in the near future. Thanks were given to Karen and Wendy for joining us.

4 Face to face GP & Clinician appointments

Tony – a lot of complaints in the social media, in most cases are unfair. We need to work on putting out at notice, negotiated between the PPG, the Practice Manager and partners. **Jean** – Rose Court is going to be nurse led, but GPs will be in attendance. Once everything is sorted, we will put a full notice out. **Tony** – We need to put a softer communication, working with the patients, not a negative approach. **Jean** – we need to get the message over what and how we are trying to do. We want input from our patients to say what we can do better. A sub group to be set up for communication and promotion.

Carers Café - Christine asked if it was viable to have a look at plans for starting up the café again. Size of group to be discussed with Jean, as she is concerned that we are not out of the woods yet with all the different strains. It was agreed Christine and Margaret would meet up with Jean to discuss options. Pippa reminded the group that there was mention of using the school hall at St Albans church, could be a possible venue if new one was needed. All agreed we were keen for it to be up and running again, it was greatly missed by the patients. Tony thanked Christine for raising the issue and is pleased the sub group are still as enthusiastic.

5 Practice News & Telephone Systems improvements

Appointed a new practice nurse, highly experienced, fitted into the team fine.

Marie is finishing her Nurse Associate course in June. Then going on to nurse training and will become a practice nurse in due course. New Nurse Associate in training, Ann. We are building our own nursing team in house from scratch, this is the best way, grow with the practice.

Tony – fabulous feedback for Steph who has been so supportive when a friend of his was seriously unwell.

Jean – both Steph and Gemma are Respiratory nurses from Breathing Space have been a great asset.

6 Future Meetings - MONDAYS

7 AOB

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