

**Patient Participation Group Meeting held on ZOOM  
Minutes of Meeting Thursday 11<sup>th</sup> September 2020 at 5.30pm**

**PRESENT**

Tony Robinson (Chair)  
Christine Pigg (Rose Court Café Lead)  
Pippa Harder (Secretary) (Carers/Media)  
Jayne Griffith (Patient Awareness/Events)  
Len Wilson  
Ralph Yeo  
Jean Toner (Practice Manager)

**APOLOGIES**

Heather Hind  
Steve South (Vice Chair)  
Margaret Denis (Rose Court Café Lead)  
Frank Rees  
Liz Higgins  
AA Zaidi

**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

**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 of last meeting**

**2.2 Matters Arising**

**3 Zoom Meeting**

The process for meeting via Zoom was explained and what to do if time expires, how to log straight back in.

**4 Trial Drive through – Pneumonia Vaccine**

Tony informed the group about the small trial at Canklow Surgery, three practices were involved. An app had been developed with a Q code; it did not work initially, Pippa informed Tony it worked as he left. It sped the process up, staff thought it was really good.

Patients were checked in, temperature taken and asked if fit and well/no Covid symptoms, they then drove to the vaccination bay. Nurses scanned the Q code, or manually entered details if it was not working. Although there was capacity for more cars, this was just a small pilot study to use as a learning curve for the Flu Drive through. The information, and feedback from those involved, will help planning a larger project.

**5 Flu Drive through**

Plenty of planning had already taken place; Jean Toner and Loraine Frier have been heavily involved with that from the start together with the CCG. There will be five vaccination bays, three lanes leading down. Volunteers needed for the various roles of marshaling and checking in; Tony to send the details to the committee and virtual members once these are finalized. Tony to ask if volunteers who are unable to wear masks could use visors instead. There will be an induction for volunteers on Monday 5<sup>th</sup> October, clinics start on 7<sup>th</sup> October.

Four members have already booked their appointments. Jayne raised a question why she and her husband were not booked in at the same session. Different age groups, 18 – 64 at risk patients & 65 and over would receive different vaccines; only one type of vaccine to be used per session for safety. It was agreed we would all miss the usual Flu Day fun and fund raising in the practice. Christine was informed we hadn't been able to source a cake marquee for her, she said she was really disappointed and would miss it.

Jean explained she had set off with this in June, all practices across the borough had been approached, and gradually they dropped out. She thanked the PPG for all their help and involvement with planning and liaising with the CCG re volunteers and the patient's experience. It has been calculated five nurses would be able to safely manage ninety cars an hour. There would be no parking available on the site for the Walk through clinics, social distancing will be rigorously enforced for this.

**6 Appointments**

Discussions held about the online consultations and feedback from patients. Anyone who needs to be seen by a clinician, after the triage call back, will be given an appropriate appointment. Patients did feel safe when they came to the surgery.

**7 Practice News**

**ADMIRAL NURSE**

The induction for the Admiral Nurse was held today, Liz Tomlinson had met with the practice partners informally in December, as she was keen to take over from Beth. Jean explained about the funding changes, therefore, the practice would not have its own Admiral Nurse this time. She was committed to keeping Admiral Nurses in Rotherham, as that is what our own PPG proposed back in 2013. Although the In House model worked really well, it was necessary to have a PCN based nurse. Beth Goss is the Area Consultant for Yorkshire and Humber, so she will be overseeing the role. Liz will start on the 9<sup>th</sup> November, lists have already been collated of patients needing her support. By the end of the 18 month contract, all dementia patients should have an ongoing care plan, end of life plan, an identified carer and support package in place. This will be done under the Innovations funding so will be further developed from there. With Innovation funding, if the project is seen to be successful, it will be rolled out as best practice and more Admiral Nurses employed in Rotherham in the future.

**PHONE SYSTEM.**

From February an updated system was proposed, the company approached, monthly chase ups since then. In August, the company informed the practice they were unable to find suitable fibre network at the Stag, the broadband is very poor. The company proposed a new broadband system at £300 a month, this would only be for the telephones as we already have suitable broadband for the computer network. Jean has approached the CCG IT department to look at a comparative provider as she was not happy committing to £300 if it wasn't necessary. Meanwhile, the four lines coming in are the ones the patients are using, the lines from Rose Court have been diverted to the Stag, which has given two more lines. Staff are using their own mobile phones with caller ID blocks on them to phone out. Also, four mobile phones have been purchased for the staff to use to reply to patients, leaving inbound calls free and there is a separate dedicated flu line. Jean acknowledged it is a dreadful experience for patients and is waiting for the CCG to get back to her with more information.

**ADVANCED NURSE PRACTITIONER**

An ANP has been employed to work regularly through winter so capacity could be increased with regard to Winter Pressures. Jean has encouraged all staff to get vaccinated. The Hot Hub at Whiston has been reduced to five half days a week during the recent drop in Covid cases, five full days will be reinstated in due course. There is also a Hot visiting service for patients who are unable to attend the hub. Numbers are increasing dramatically.

**8 Any other business.**

Mr Zaidi has mentioned that the tribute to Peter Appleby has not been displayed yet. Jean said due to Covid and not keeping patients in the surgery long, updating had not been a priority. Pippa stated the Pat Appleby is well aware of the situation and is fine about it.

Tony thanked everyone for attending and in due course will inform when the next meeting date. Please contact him if anything needs raising before then.