

**Patient Participation Group Meeting held at the Stag Medical Centre
Minutes of Meeting Thursday 12th March 2020 at 5.30pm**

PRESENT

Tony Robinson (Chair)
Margaret Denis (Rose Court Café Lead)
Christine Pigg (Rose Court Café Lead)
Pippa Harder (Secretary) (Carers/Media)
Ralph Yeo
AA Zaidi
Jean Toner (Practice Manager)

APOLOGIES

Jayne Griffith (Patient Awareness/Events)
Liz Higgins
Len Wilson
Heather Hind
Steve South (Vice Chair)
Frank Rees

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 circulated, **key point**, sticking to time to prevent meetings overrunning.

1.1 Apologies noted

2 Group Business

2.1 Approval of minutes of last meeting held 13th February, 2020

2.2 Matters Arising - None

3 Introduce Guests

Tony Fisher, Chair of Swallownest Health Centre PPG
Rebecca Bool, Manager, Carers Resilience, Crossroads Care.

4 Coronavirus Planning

All health awareness initiatives put on hold to avoid unnecessary footfall at the Practice.
Café open for discussion, Tony Fisher advised that the Government guidelines issued today stated: At this stage do not socially exclude isolated or vulnerable patients at this stage, updates will follow.
Jean Toner, no advice given to stop activities and functions at this stage. Primary Care meetings/gatherings cancelled to avoid the whole service being quarantined if one or two people had been found to be infected! Unless guidelines change, it would be beneficial for patients/carers if the Café went ahead. The usual strict hygiene already observed, attendees must be contacted to make sure they are not suffering from any of the symptoms, guidelines given, it could go ahead, nothing where any contact/sharing is involved.

The practice is triaging not testing at this stage. Reception staff are triaging patients from a set template, checking if they have an existing respiratory problem, have they been in touch with anybody displaying symptoms, have you been outside the country. Changing to have you got a high fever, sore throat, cough, tightness of chest, shortness of breath, you must stay at home, isolate. If you clinically need to see a doctor, you must stay at home, call 111 and follow their procedure, they are directing the care. Practice has no confirmed cases to date. Mr Zaidi raised the question of masks for reception staff, Jean said not at this stage, they have been provided with their own headphones, alcohol wipes to keep all keyboards, screens, equipment regularly cleaned, hand gel, regular hand washing. Patients coming in are distanced from the staff. This issue to be regularly revisited.

Bold new **STOP** sign on front door with arrow pointing to current procedure poster. Updating signs regularly in surgery, information on website, Facebook and Twitter. Doctors and nurses working as usual at this stage, call backs, surgery appointments and call outs if necessary. Staff will work from home if they have to shield, or self-isolate. Tony and Pippa working with practice re information. Isolation plan put in place in case a patient inadvertently attends surgery with symptoms; using the disabled toilet at Stag/Rose Court, as they will be the easiest place to deep clean. A wipe down chair will be put in there as the wait can be up to an hour for someone to come from the service.

Tony asked Christine and Margaret for their thoughts about the café, Christine stated at this time carry on although one couple will be advised not to attend as they are returning from abroad. Margaret said other patients would be contacted and advised not to attend if they had any respiratory problems that were not pre-existing. Christine and Margaret said they would go ahead with next week's café unless the medical/Government advice changed prior to that.

Tony said next PPG meeting will be advised nearer the time.

5 Crossroads Care

Tony introduced Rebecca Bool, from Crossroads. Rebecca stated that everything had been suspended. Support over the phone, befriending phone service will stay in place; groups, therapies, befriending visits, home visits will stop.

Two of the carer support services offered are for those with dementia and mental health, A carer is not necessarily paid. Generic support services for carers, carer support groups, holistic therapies, befriending services; phone and in person at home, also take them out to groups. Provide an outreach service at the Stag Surgery which the practice and PPG support. A one to one appointment can be made through the reception, to discuss issues surrounding caring for someone with dementia and their own health and wellbeing. In addition, Care Clinics, patients can just drop in on the day, no booking necessary. There is now a Carers Café in town called The Corner. Community café, drop in, charity shop, information and advice. Open Monday to Saturday 9.30 – 4.30. Mental Health drop in held on a Monday and Thursday to be temporarily suspended.

Tony thanked Rebecca and asked her to come to a future meeting when things are up and running. Jean raised concern that patients living on their own, who have dementia, have no access to services and care, Rebecca agreed and said they kept raising the issue with the CCG. This was why having an Admiral Nurse was so beneficial as they would look after such vulnerable patients and then link in with Carers Resilience. The CCG have turned down a Practice bid for funding, this is now going to be resubmitted and to include End of Life Care as there is currently no planned pathway for patients with dementia. If a Rotherham resident's carer lives outside of the area, they cannot access Carers Resilience.

Jean explained about the LTC Meetings held at the surgery; Doctors, nurses, Community Matrons, VAR and Crossroads attend. This has proved very beneficial for vulnerable patients.

Tony discussed feedbacks received, requested a statement to be made about why the Sit & Wait service had been discontinued. Although people were disappointed, it was pointed out that patients were using it for non-urgent ailments and could be abusive to staff. Phone service still not efficient, new system to be installed. First Call provides the system, CCG provided funds to upgrade, and this has not been successful. Practice will be using a Cloud system in the near future, Tony Fisher knew of the service and said it would be a great improvement as it is more innovative technology. He also discussed a FAQ (frequently asked question) being put in place at Swallownest, run by the Practice Manager and PPG, to be updated at meetings.

Pippa asked any members, or family and friends, who are interested in training for health and awareness course to let her know. Some great opportunities available. Rotherham Early Learning Service Book Service would like to attend our Baby/Toddler Clinics, as we are the only practice to have approached them, Jean approved this. Rebecca praised the Stag PPG for the services, support and signposting they provide. Members were asked to input any requests for health awareness topics that they would like us to promote/signpost online.

Next meeting to be confirmed.

Tony thanked everyone and closed the meeting.