

Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 12th January 2017 at 6.00 pm.

Present

Elaine Laurie (Chair)
Jenny Drew (Vice Chair)
Tony Robinson (Secretary)
Jean Toner (Practice Manager)
Dr Susan Abbey
Tony Drew
Iris Wild (Treasurer)
Peter Appleby (Treasurer)
Christine Pigg
Pippa Harder
Heather Hind
Gill Stokes
Len Wilson
Margaret Denis
Mr A A Zaidi

Apologies

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

Chair Elaine Laurie

Ground Rules Reminder (on laminate cards)

Terms of Reference (on laminated cards))

1. **Welcome and introduction:**

- 1.1 Elaine welcomed group members to her first meeting as Chair for the PPG and said she looked forward to her new role.
New name badges that Elaine had created with her sister were handed out to the group. The group thanked Elaine for the badges and welcomed her to the position of Chair.

2.0 **Group Business:**

- 2.1 Approval of minutes of last meeting held Thursday 15th December 2016.
2.2 Matters arising.

3.0 **Carers corner social event:**

- 3.1 The final Carers Cafe before Christmas was held at Rose Court with various activities , including a quiz, a story and singing with a choir was run by the group members, everyone agreed it had again been a successful afternoon.
- 3.2 Elaine pointed out that Rose Court may become too small for the afternoons if they continue to grow in popularity. It was suggested that Janice Cutting may have somewhere that could be used if the numbers outgrow Rose Court.
- 3.3 Pippa mentioned that there are several courses around that may be useful to volunteers, both Pippa and Jean said they will look in to this further.

- 3.4. Elaine suggested that it would be good if all members of the group could call into one of the afternoons, even if it's just to have a drink and a look around.
- 4.0 **News from the Practice:**
- 4.1 Dr Abbey thanked the group for the work they had done for the practice and its patients and commented how the Carers Cafe and Flu Clinic support had made a notable difference. Dr Abbey also said how she had discussed the positive impact the PPG had made during her discussion with the CQC during the inspection.
- 4.2 Jean confirmed that the go ahead to fund an Admiral Nurse had been agreed and the process of recruitment was underway. This is excellent news and the group felt this will have excellent benefits for the practice. initially this will be for two days a week for the first six months then down to one day a week. The extra day is because Broom Lane practise has decided to delay starting the Admiral Nurse for six months
- 4.3 Dr Abbey said that although the appointment system was popular with patients and was exceeding target figures for urgent appointments, it was on some days putting an enormous amount of work onto the on call Doctors. Some of the current viruses are causing concern to patients and this is also increasing demand for appointments.
To help reduce the Doctors workload while continuing to meet the demand of the patients, funding has been made available to allow the Practice to recruit an Advanced Nurse Practitioner for two days a week (Monday & Wednesdays) starting in February. The Advanced Nurse Practitioner will be able to see patients with minor ailments and prescribe drugs where necessary. The group believe this will be a major benefit to the practise.
- 4.4 The practise has also taken on a couple of apprentices and it was felt that this will help the progression of staff with having additional younger members within the team.
- 4.5 Jean said that a lot of the outdated and duplicated posters have been removed from Rose Court and that the group could get involved in updating the displays. Jean was also keen to further promote Dementia awareness as it was felt that in more affluent areas people tend to hide their symptoms.
- 4.6 Following the success of the text message appointment reminders to patients, Jean confirmed that a new system MJOG will shortly be introduced which will allow patients to cancel the appointments by replying to the initial text reminder. A new telephony system is due to be installed and will have better call routing options
- 4.7 Jean ran through the aims of the Village project which is currently under trial within a location in Rotherham. The idea is to create a perfect location. When patients are admitted to hospital their GPs are informed and other services are engaged and discussions take place to ensure that the patients can leave hospital ASAP and that support is in place for their aftercare. It was felt by the group that a pilot may receive additional support which maybe difficult to replicate when rolled out.
- 5.0 **Any other business:**
- 5.1 Mr Zaidi said that his suggestion at the last meeting of PPG members attending surgeries to gather feedback direct from patients had not been noted. It was agreed this was a worthwhile exercise and that patient surveys would be carried out in 2017.
- 5.2 Pippa brought along the canvas pictures of the photos taken by some of the photo competition entries. which she had purchased for the Practice, these are for sale and proceeds will go into the PPG account for funding future patient initiatives. The invoice (£237.40) for the canvases was passed to Iris.
- 5.3 Pippa asked how the take up of the Flu vaccinations had been for this winter period. Jean said that it was more or less inline with last year even though pharmacy's are increasing the number of vaccines they give to customers.
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- 10.0 **Next Meeting at 5.30pm. Thursday 9th February 2017**

