

**MINUTES OF THE SWALLOWNEST HEALTH CENTRE PATIENT PARTICIPATION
GROUP MEETING AND AGM FRIDAY 3 May 2019**

Present: PW, TF, BS, FMS, GC, SHB and SJM (minute taker)

1. Apologies: AJD, HJ

2. AGM:

3. Chairperson's Report/Adoption of:

4. Election of Committee: BS has now retired as Chair & nominated TF as her replacement. This was seconded by SHB & motion passed. PW volunteered as Vice Chairman again seconded by SHB motion passed.

Declaration of Interest forms: BS handed in her completed form. Forms are still outstanding from RT, HJ & MH. Please can these be brought in to the next meeting.

5. Minutes of Previous meeting: Agreed as a true record of events.

6. Practice Update: SHB discussed the Hubs and how we still need to promote & patients use this service. BS stated that lots of patients still didn't know about it. SHB confirmed that patients are informed by Reception but there appears to be a resistance in change. Details are on our telephone message, posters, Twitter & on the rolling screen (Jayex Boards). Our Facebook page has been set up but is not live yet, but will be shortly. Now we are fully staffed this will be undertaken by SJM & another secretary Emma. BS suggested that loose leaflets be handed out to patients. TF pointed out that we need to reach both the younger & older generations probably in different ways. We can put details on the bottom of prescriptions but will patients actually read this? SHB can add a section in the next Parish Natter. **Action - SHB**

FMS requested that it be noted that at the last meeting it was said that she only had a "basic" mobile phone not a smartphone & she was offended by this as she felt it was rude. Her comments were noted. SHB apologised on behalf of all in attendance for this.

SHB provided an update on the **Rotherham Health App**. The Onboarding Lead attended the practice yesterday with regards to further training. We now know as a practice what we need to do to promote, however the App has further development and therefore training over the next few weeks. Currently SHB has to approve anyone who registers for the App & it would be useful as a test for her if members of the PPG could sign up to it to. TF PW & BS agreed to do so. SHB also confirmed that the App is an item on the Practice Meeting Agenda to discuss how the Partners wish to approach the implementation. App leaflets were handed out during the meeting. SHB is also visiting another Practice who were a pilot to see how it is working there. FMS asked if the existing online system will still be live once the App is up & running. SHB to confirm. FMS is also concerned that she will not continue to receive reminder texts. SHB confirmed that texts will still be sent & will be received on all mobiles whether Android or Smartphones. **Action - SHB**

SHB confirmed that Dr Oxnard has now left the practice & we will have a new GP joining us at the end of July. Also by the 15 May 2019 (as per the GP Contract) we need to have a Primary Care Network (PCN) collaboration in place with Dinnington, Kiveton & Thurcroft. We are also now advertising for a Pharmacist to join the PCN who will see patients & undertake medical reviews (no dispensing). As part of this, we are working to ensure that 25% of appointments are made available online by 1 July 2019.

SHB also discussed creating a Virtual PPG to encourage others to participate who can't always attend the Practice. Secretaries to help set up. It was agreed this was a very good idea and TF confirmed this will be the PPG first goal to work towards. **Action - SHB**

7. New Members: None.

8. Patient Participation Network: TF attended the last meeting. Apologies he had forgotten to bring the paperwork with him. The main point he took from it was that it is being considered to open a new dedicated disabled access via the maternity entrance at RDGH. The main topic of discussion at the meeting was standardising Clinical Disciplines. 5 are being reviewed over the next 18 months, then there will be 5 more. There is also to be a new initiative to improve care needs at home following inpatient care. The Lay Chairman wants to join our PPG. Their next meeting is Tuesday 4 June, but TF is unable to attend.

9. PPG Notice Board: FMS stated that the noticeboard is unclear as to purpose and suggested a heading to identify it. SHB agreed & intends to have boards for different purposes & the responsibility for them in time to be shared between Reception & Secretaries. The reception waiting area is to be decorated shortly and SHB sees this as an opportunity of changing the layout. GC suggested a notice board with a locked glass front to control what is placed on it. TF pointed out that the current PPG poster has HJ's personal number on it. This will be removed & amended to show the generic email address. **Action – Done by SHB**

Post meeting note – SHB liaised with Council 16.5.19 with regards to glass case

Items 10, 11, 12 & 13: Not discussed as HJ not in attendance.

14. Consulting rooms: FMS stated that in some of the rooms when she enters the GP/Nurse has their back to her facing the window & she feels this gives the wrong impression. Can the layout of the rooms be changed so they sit sideways onto the door? SHB to consider & discuss with staff but there are issues regarding infrastructure, network points & size of some rooms. SHB confirmed infrastructure cannot easily be changed as RMBC are not easy to work with. PW to contact RT as we need Council input at the meetings. **Action – SHB to discuss with Clinicians.**

Post meeting note – The infrastructure negates room layout change due to position of panic alarms. Discussed with clinicians need to turn round and introduce themselves “my name is.....”

15. Clinical Staff Special Interest: FMS asked that if GP's and/or nurses have extra qualifications or a specialist interest can this be advertised somewhere? Most other surgeries do this on their websites. SHB confirmed we can do this on our website & in our Handbook/Welcome Pack which she is updating. GC stated that this information could go

on the Rotherham Health App. **Action – SHB to check with GP's that they are happy for this.**

Agenda points for next meeting: Goals for the PPG, confirm the ground rules & revisit the Terms of Reference. **Action - SHB**

16. AOB: None

Date of next meeting - Friday 12 July 2019 at 13:00