

**MINUTES OF THE SWALLOWNEST HEALTH CENTRE PATIENT PARTICIPATION GROUP MEETING  
FRIDAY 15<sup>TH</sup> OF FEBRUARY 2019**

**Present:** Pat Wade (PW), Tony Fisher (TF), Brenda Styran (BS) (Chair), Fiona Maxwell-Stewart (FMS), Mike Hall (MH), Mark Tideswell (MT), Sarah Buckley (SHB) and Angela Corby (AC) (minute taker)

1. **Apologies:** Dr A Davies

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

3. **Practice Update:** SHB explained how **Care Navigation** was progressing and the rationale behind this service i.e. signposting patients to other services as a GP may not be the best option for particular issues.

FMS raised the issue of **privacy** when at the reception desk – SHB had already liaised with RMBC regarding this as we are tenants.

SHB reported **online services** have increased slightly, but more take up required.

SHB commented it had been a tough few weeks with a case of **measles** in the practice which had resulted in increased workload for staff with contact tracing and immunisations. This had been handled with the support of the Public Health and the CCG.

SHB reported that we had completed our work in readiness for the **Rotherham Health App**. It is currently being piloted elsewhere and then will be rolled out. This will enable online booking of appointments and prescription ordering etc. along with many additional benefits for patients. This will be promoted widely in Rotherham, and internally including on the practice website, Twitter and Facebook. MT said this could be added to his community Facebook page. SHB has requested with the CCG that open drop in sessions are conducted where patients are trained if needed.

**Staffing** issues were discussed. Currently recruiting a salaried GP, recently recruited 3 new nurses who are in the process of being trained.

SHB reported a new long term plan 5 year **GP framework** has been issued. A summary can be circulated to members of the PPG as required.

4. **Declarations of interest:** Forms were issued on the 30<sup>th</sup> of November and each member needs to return a copy. Reminder to return outstanding forms ASAP please.

5. **New Members:** Mike Hall and Mark Tideswell welcomed to the group.

6. **PPG Network:** Next meeting 25<sup>th</sup> of February and BS said this was an invaluable source of information. All members encouraged to attend.

7. **PPG Notice Board:** TF produced 4 posters to go on the board for members to select. Poster approved and to be added to the board. FMS suggested the chair in front of the board be moved to improve access – agreed. *Post meeting note – the poster is up and the chair has been relocated.*

8. **Prescription costs:** HJ topic deferred to next meeting.

**ACTION**

**SHB**

**ALL**

**ALL**

**SHB**

**SHB**

**9/10 Routine appointments/ None attendance:** Length of time for a routine appointment discussed. SHB reported a significant number of none attendances (DNA's) and the impact this has on clinical staff's time and the cost implication. FMS commented that flu appointments sent out were more likely to be ignored than ones personally booked by the patient. SHB reported a letter was sent to patients after three DNA's.

TF queried the demographics of none attenders, SHB to provide data. Text confirmation and reminders were discussed. SHB reported patients updating their details helped situation when sending out text reminders etc. FMS commented that the friends and family test arrived too soon after departing the surgery.

SHB

**11. Flu Vaccine/Shingles vaccine take up:** Deferred to next meeting. Data to be provided.

**12. AGM – HJ:** options for AGM discussed as is usually promoted to encourage wider attendance. The Rotherham Health App could be a topic if possible to arrange a speaker. Date agreed for the Friday 3<sup>rd</sup> of May 1pm

SHB

**13. AOB:** MT queried alternative to over the counter (OTC) recommendations for people on universal credit. SHB reported this is a CCG campaign and OTC was recommended for all medicines used to treat minor, short term health conditions with you can treat yourself (self-care). This applies if you get free prescriptions or not. MH queried access for the hospital to medical records and SHB reported this is a sharing use which hopefully will resolve in time. SHB confirmed that AC is leaving the Health Centre and would like to thank her for support and contribution.

SHB

**Date of next meeting and AGM - Friday 3<sup>rd</sup> of May 2019 at 1pm**