

**MINUTES OF THE SWALLOWNEST HEALTH CENTRE PATIENT PARTICIPATION
GROUP MEETING FRIDAY 12 July 2019**

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

Helen Wyatt – Patient & Public Engagement CCG

Debbie Twell – Lay Member for Patient & Public Engagement, CCG

1. Apologies: HJ

2. Minutes of Previous meeting: Agreed as a true record of events. SHB confirmed she had actioned all previous points but one. The request for GP specialism – she has discussed with a GP & we need all GP's to be happy with this then details will be placed on our website – **Action SHB**

3. Practice Update: SHB discussed:

i) The Rotherham App – we have not entered into this fully yet. SHB asked for feedback from the PPG Members who had been given access. PW stated she thought it was interesting in that she could see her records but has limited access to, it's hard to judge it properly. TF stated the pathway approach is good. SHB agreed that when up & running this will be very good tool, but the feedback from the Practice Manager's Forum is that there are lots of issues still (e.g. Can't cope with demand, medication errors, IT errors) & so we as a Practice, whilst very supportive are not pushing this yet until the issues are resolved. It has to be ready & right for us to join. HW agreed that there have been issues raised about it & DT said they were assured it will go through ASAP. The CCG will push the timing if need to. HW stated they are hoping maternity care plans will go on the App. The App will be supported as a project by the Federation.

ii) Building/Facilities – no update – a caretaker is required ideally to take the pressure/responsibility off SHB. SHB has escalated the problems to Teresa Roche as she feels that she is not being listened to. Teresa has asked for a response from Stuart Carr. Help from RT would be very useful and PW will contact him & also Cllr Denise Lelliott to see if she can help. **Action PW**

iii) Staff Changes - SHB confirmed we have a new GP starting 5th August, Dr Phillipa Edmonds. She will be working Mondays & Fridays. We have advertised for a further GP again. We also have a new Primary Care Network Pharmacist but no start date yet confirmed. Our share of his time will be 11 hours per week possibly working Wednesdays but the final details are yet to be sorted with the PCN. Also we are in the process of recruiting an Advanced Care Practitioner to undertake home visits. Finally, we have a new Health Care Assistant, Stef starting with us on 29th July to replace Suzi who left us in June.

iv) Service Changes- there is a new pilot scheme called Teledermatology which we are currently offering. SHB explained that if a patient has a skin condition our HCA/Admin will take a photograph of this, upload it & then this will be reviewed by a Consultant Dermatologist & advice given sometimes on the same day. We can then refer the patient onto Hospital if advised or treat another way. HW confirmed Dermatology at the Hospital is

at full capacity & the vast majority of patients are discharged with no further treatment. This scheme is being rolled out up & down the Country to take the pressure off hospitals. HW confirmed there is to be another similar service for minor eye conditions coming soon where patients are referred to local Opticians instead of hospital.

Extended hours – SHB explained we have to provide 8.5 hours per week & currently we open late on Mondays 6.30-8.30pm but this is not beneficial for us for a number of reasons. We are looking to change this but we have to consult with patients first. SHB intends to compile a survey for patients (and staff). She feels that potentially we could have HCA/Nurses doing an early morning session, which would help full time working patients, or maybe trying to spread the hours over different days. HW confirmed she will assist with any survey if we need her. **Action SHB**

Reception had further training recently on Care Navigations and we are trying to offer more HUB appointments and promote other services when a GP may not be the right clinician to see, but patients don't appear to be utilising these. There were over 700 unused appointments in June alone in the Hubs, which is a huge waste of resource/money. DT stated that patients can't access the HUB when their GP Surgery is closed. The Roth App should help with this. SHB also confirmed that we now offer 25% of our appointments online but there are issues with patients booking the right appointment type so we are monitoring and are continuing work on improving this.

v) Flu Campaign - our Flu campaign will be starting in August and SHB would welcome help from the PPG as to how we may be able to improve this service for patients and ensure they come to us for their vaccines.

4. Regional PPG Update

BS provided an update on the Regional PPG meeting she attended. She confirmed the main areas of discussion were: -

Rotherham App

Diagnostics

The HUB – not working

Disabled Access at RDGH

Medication Reviews by Pharmacists – generally patients not happy about this.

Primary Care Network – SHB confirmed this is not on our website yet as patients are not really affected by this yet, but we are working on getting some information out to patients. HW stated that in Doncaster for each locality/PCN 2 people are employed to work on this the idea being to work more closely with other communities.

Lanyards provided for PPG members – optional. BS handed some out.

5. Virtual PPG

TF led the discussion on this & asked how we can move forward given concerns over social media. DT said moderation of conversations is key. HW stated that Wickersley Surgery

have a good online PPG but if we use this route we need to ensure not just anyone is joining. All agreed that we still need a physical PPG with meetings and also a virtual just to compliment. DT suggested testing the water on our Twitter account. HW stated that PPG doesn't have to be in the same format all the time could just deal with biggest issues/demands. SHB shared her idea of "A day in the life of" to give people an understanding of the demands in the Practice on staff. TF suggested promote Virtual PPG on Twitter & get feedback & also do an anonymous online survey regarding access & the Extended hours. DT suggested putting the survey in the waiting room too so patients are not worried about everything being digital and to be inclusive to all.

In summary – the Roth App is the appropriate way forward once up & running. We need to create an online survey on Twitter & PPG will devise the questions & help as much as possible. **Action – further meeting**

PW raised the issue regarding Lloyds Pharmacy reducing its hours & that RSE did not know. SHB confirmed we were never informed of this prior to the changes. She has discussed with The LA and also contacted the Medicines Manager at the CCG who confirmed the reduction is legitimate & allowed under their contract without consultation.

Final point raised by TF is the application to build a new estate on Mansfield Road which if approved will lead to an increase in patient numbers. SHB confirmed she is aware of this & our issue is we simply have no more space in the building to accommodate. The CCG are due to attend to conduct an Estates Review.

6. AOB: None

Date of meeting to finalise Survey for Extended hours & Flu clinic ideas – 2 August 2019 at 1pm.

Date of next PPG meeting - Friday 6 September 2019 at 13:00