

MINUTES OF THE SWALLOWNEST HEALTH CENTRE PATIENT PARTICIPATION GROUP MEETING FRIDAY 6th September 2019

Present: TF, SHB and SJM (minute taker)
Sheila Beck (SB) – New member

1. Apologies: BS, PW, FMS, MH

2. Welcome by Chair:

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

4. New Members: TF welcomed our new member Sheila Beck who introduced herself. She has a medical background having worked in nursing for 28 years. Both she & her husband are patients. She does not have email access and requested Minutes & Agendas be posted out to her.

5. Practice Update: SHB discussed:

- i) **The Roth App** – SHB explained this to SB. We are having training on this on 19th Sept & hopefully after that we will be able to promote it. *Post meeting note: Following the training, Reception were very positive, however there are a few tiny issues that still need resolving for us. We are currently working directly with the providers to get this resolved and up and running properly. Patients will be able to book appointments online not only for the Health Centre but for the Hubs and Physio. We look forward to using and promoting it.*
- ii) **Regarding Care Navigation, the Hubs (evenings & weekends) & Physio First**, generally patients seem to still want to see GP's. We need to promote these more as they are excellent services with good clinicians and will free up GP appointments for those that require them more. *Post meeting note: There is now a Physio hub at Kiveton on Monday and Thursday. These can currently be booked by calling our Reception.*
- iii) Regarding the GP specialism request, SHB is to discuss this further at the upcoming Partners meeting – **Action: SHB.** *Post meeting note: Not approved.*
- iv) **Staff Changes** - SHB confirmed that our new GP Dr Philippa Edmonds started at the beginning of August. Our new Primary Care Network Pharmacist (PCN), Abid Ali is starting in October, 11 hours per week covering Monday's and Wednesdays). If this service works well, our PCN may look at recruiting another. We also have a new Advanced Healthcare Practitioner starting in November who will predominately be undertaking home visits. Voluntary Action Rotherham is also in the process of recruiting for Social Prescribers who look at social issues for patients not medical i.e. housing, loneliness, and mental health. Our PCN provides lots of opportunities for us but we are still in the early stages of this but good things are happening. SB wanted to comment on our Locum GP Dr Solomon & to state how happy both she & her husband were with him. He was very kind & communicated with them well.
- v) **Teledermatology** – SHB confirmed this is working very well. The camera issue that we initially had has been resolved & some minor software issues have been reported. There are to be further new services in due course, a DVT (Deep Vein Thrombosis) service (although we don't have full details of this yet). Also a Minor

eye conditions service. We are still awaiting more info on this too, but both look to be starting in October. TF had recently spoken to Helen Wyatt about the eye clinic at the Hospital & she said it is likely to move to Greasbrough Road.

- vi) **Flu Campaign 2019/20** – we have prepared late this year because of last year's delay. We have received a delivery of vaccines for the over 65's (these came 2 week early). Under 65's will be later (there has been a delay to manufacturing nationally). We receive deliveries in batches. We are focusing on the high risk groups first. We are going to try different ways this year to i.e. we are having open clinics and sending texts out to invite people (will do more if this is a success). We are trying to avoid sending out letters to everyone as this is both costly & time consuming. Regarding the patient survey, we received 56 responses & have published the results on our social media platforms. TF commented on the very positive feedback from the responses & that working people want something different. We will have a couple of Saturday morning clinics to accommodate them, dates to be confirmed. Our 'Flu Champion' Elaine is coordinating the campaign. We will be advertising our services e.g. Flu clinic, in the local "Your Mag".

- vii) **Building Facilities** – PW did get in touch with the Council & this really helped us move forward. The PPG extends special thanks to PW for this. SB confirms that she attends a local meeting where some Councillors attend so she could try to assist in future. SHB has now had a meeting with the Council & we will have the services of a Caretaker ½ day per week (which is a start). The waiting area is to be redecorated in November. TF queried whether Contractors are still signing in at the Health Centre rather than the Service Centre downstairs. SHB confirmed this is an ongoing issue we need to resolve.

- viii) **Extended Hours** – SHB explained the current situation to SB & how we are planning to change these. There is to be a complete review of our Extended hours & will be doing patient & staff surveys. TF stated this needs to be sorted once & for all & he is happy to review the survey for us before it goes out.
Action: SHB

6. PPG Facebook page: SHB confirmed we now have Facebook, Twitter & Instagram pages. We can use these to promote Health Campaigns & communicate updates. TF stated it is a good way to talk to everyone. In his professional capacity he has worked a lot on the best times of day to post on Social Media & think ahead as to when people look at Facebook etc. This enables you to get as much "reach & penetration" as possible by thinking ahead when to post. SHB stated that publishing DNA's may have helped to reduce last months (down to 276 in August). Discussion regarding a slogan for this & SHB welcomes PPG comments on this. For example, a Sheffield practice uses "Can't make it, cancel it". SHB thought of 'Use it, don't abuse it'. **Action: Suggestions welcome!**

7. AOB: SHB confirmed she had spent several hours tidying up the Practice Website. There have been talks about a separate PCN website linked to ours. TF asked if we can use PCN influence to procure other services. SHB didn't think this possible as they have discussed this with regards to purchasing before, however will continue to discuss with PCN colleagues.

TF wanted to provide some positive feedback from his wife regarding 2 nurses she recently saw. She said they were fantastic. SHB will pass this on.

SB stated that trying to get through to Reception by telephone is a nightmare. SHB stated that we did change our telephones last year which was meant to improve things but this needs looking at. She explained Reception staff have lots of other jobs to do as well as answering the phones. The queues at the Reception desk at certain times in particular were also mentioned as being an issue. SHB does receive negative feedback regarding this and therefore will look to make changes to improve this.

TF asked SHB if she would be comfortable in calculating negative feedback & he would be happy to take this forward as Chair. SHB would be happy to share the monthly results of the Friends and family tests as they are anonymous. SHB always wanted to undertake a 'You said, we did' campaign, but some of the comments are not within her control, due to space etc - e.g. need a bigger car park; move the check in screens or reroute the queue.

Finally, a discussion on Lloyds Chemist. SHB happy to raise all issues with Lloyds but needs support from Medicines Management at any meeting, which they have offered. TF confirmed he will be happy to attend & provide support too. **Action SHB to arrange.**

Date of next PPG meeting Friday 25 October 2019 at 1pm