

MINUTES OF THE SWALLOWNEST HEALTH CENTRE PATIENT PARTICIPATION GROUP MEETING FRIDAY 25th October 2019

Present: T Fisher (TF), S Buckley (SHB), F Maxwell-Steward (FMS), M Hall (MH), P Wade (PW), G Cooper (GC) and S Mallinder (SJM minute taker)

1. Apologies: B Styran
S Beck (post meeting)

2. Welcome by Chair:

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

Status of Actions – SHB

Medicines Management have now taken over the handling of our issues with Lloyds Pharmacy for out of stock items. They had a meeting 2-3 weeks ago & hopefully things will now improve. Any feedback from patients is welcome.

4. Practice Update: SHB discussed:

Flu Clinics – SHB explained we have tried new ways this year for our Flu Clinics e.g. texts to patients, drop in sessions. We have sent letters with appointments out before. Letters have still been issued where patients have no mobile number, but with details of which clinics to book/drop in to. We have our second Saturday morning clinic tomorrow & have over invited for this. Children's vaccines have been delayed nationally and we will receive a delivery next week, but everyone has a limited supply of these. PW queried whether patients can have the vaccine with us if not eligible. SHB confirmed not due to indemnity but they are welcome to attend and pay at Pharmacies. FMS stated she received a letter to attend a drop in session which was not suitable for her. Other appointments are available online to book into. MH attended & said the service was very efficient. TF said he noted the Surgery had received good feedback.

Rotherham App - Our Reception Manager has been working with the CCG and the provider every week to try & rectify ongoing issues & we are nearly there. Appointments can only currently be booked 7 days in advance so this will be an issue for all GP surgeries. TF queried how the Surgery will communicate about this & to let him know if the PPG can help. SHB patients need to know they have a choice on what they use but the practice will be pushing the Rotherham App as soon as everything is resolved and we have received the promotional material. *Post Meeting Note: This is now up and running, promotional material will be with us 20th November.*

FMS stated she feels there is too much pressure on our Facebook page as so much is being changed at the moment. For her this is overwhelming & if we moderate the posts we may get a better response. SHB confirmed times to post are being looked at in conjunction with TF. The NHS is dynamic and these changes are coming from NHS England, the CCG and Government so we need to assist in making patients aware. FMS also wanted to know who the Admin for our Facebook page are. SHB confirmed it is a team of admin staff members but names will not be divulged. TF stated that it is all about having different options/choices on how to access GP services. 2

Electronic Prescription Service – This is when a patient nominates a pharmacy of their choice for prescriptions to be sent to/collected from. SHB confirmed this system has been in place for years and 65% of our patients use it, however the remainder are still coming in to the surgery to collect their prescriptions. The Government are moving everything over to EPS starting a roll out programme in November 2019, thus saving the NHS £300 million by 2021 by increasing efficiencies for GP practices and Pharmacies. Patients will still have a choice as to which pharmacy their prescription is sent and they can change this at any time. FMS said this will be a problem if there is a lack of medication at the Pharmacy. SHB confirmed if the prescription has not been dispensed this will be resolved with the pharmacy and the surgery as they are currently. We are also trying to be proactive and work better with the Pharmacies and Medicines Management so we know what is out of stock. FMS feels that patients should be informed that this change is to be compulsory now but SHB said patients will be informed when we have clarity and have been notified officially on all aspects of this. In the meantime, SHB will ask Reception to be proactive with this. FMS asked what happens if a GP gives a prescription & says only use it if you need it.
Action - SHB requires further info from FMS please.

5. Primary Care Network (PCN) PPG – SHB since 1 July 2019 we have been part of Rother Valley South Primary Care Network, working more collaboratively with our local colleagues. We have monthly meetings and are employing additional staff together. It was discussed whether to have 1 overall PPG with the PCN or to keep our individual surgery PPG. Practicalities would need to be considered i.e. where/when etc. TF felt we would lose the intimacy we have from our PPG & we definitely need our own forum. PW suggested an annual joint meeting rather than monthly? SHB confirmed no decision had been made just putting it to the PPG for now.

6. Extended Hours Patient Survey – SHB handed out a copy of the results. The survey was published via Facebook, our website and also in surgery for patients to get involved. We 11 web responses, 42 Facebook & 2 in the Surgery which was disappointing. SHB will be summarising the findings. FMS found some of the questions strange; SHB confirmed the survey was compiled in conjunction with the PPG. TF & SHB have addressed the issues raised regarding anti-social behaviour in proximity to the Practice at night & this has been passed to the local neighbourhood policing team.

7. AOB: SHB confirmed the Surgery is to be decorated next month & all noticeboards to be moved around and improvements made for increased awareness of health issues for patients.

One of the Jayex boards is not working – SHB is trying to get this fixed with the manufacturers.

Discussed the recent burglary downstairs – this had no impact on the Surgery. FMS said she felt it was frustrating that the GP's would not agree to list any specialisms they have. SHB confirmed that no reason was provided. FMS also feels that the GP's are losing their human touch & TF suggested we list this as an item for discussion at the next meeting.

Date of next PPG meeting Friday 6 December at 1pm. Xmas Jumpers optional!