

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

Present: T Fisher (TF), S Buckley (SHB), M Hall (MH), P Wade (PW), G Cooper (GC) S Beck (SB), T Cowgill (TC) and S Mallinder (SJM minute taker)

1. Apologies: F Maxwell-Stewart & H Jack

2. Welcome by Chair:

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

Status of Actions – TF has spoken to the community PCSO regarding the anti-social behaviour at night. He was disappointed with their feedback, which was to let them know when changing hours and to keep a diary of events. They only work office hours Mon-Fri so can't do much. SHB suggested Councillor intervention may be needed **Action - PW to liaise.**

4. Introduction to New Social Prescribing Link Worker – TF welcomed TC who introduced himself & gave a brief summary of his new role. He is our Primary Care Network (PCN) Link Worker who is employed by Voluntary Action Rotherham. He explained NHS funding has been put into a National Social Prescribing System to support and educate society and encourage people to be responsible for their own welfare. He is also based at the other PCN GP Surgeries (Dinning, Kiveton and Thurcroft) and take referrals from GP or patients themselves who may need assistance with non-clinical issues e.g. loneliness, debt, housing problems, mental health (where medication is not the best option) etc. The future plan is hopefully to have 5 such Link Workers per PCN across the country. PW confirmed she is Chair of Age UK and suggested TC contact the Chief Exec there. TC also spoke about Gizmo, a directory of voluntary/community services in the area. SHB confirmed the finite details on how referrals are to be made still need to be sorted & patients need to be informed of the service. SHB then touched on the problem with patients not keeping their contact details up to date and how she wants Reception staff to try to deal with this whilst on the telephone with patients. TF asked TC where the boundary was between mental health & social prescribing and TC confirmed the criteria for referral is for non-medical issues. All members of the PPG agreed this was a very positive step forward and will support this for the Health Centre, the PCN and TC however possible.

5. Practice Update: SHB discussed:

Rotherham App – This is now up and running although we are still waiting for our final training. We are still waiting for promotional material from the Federation. Reception staff do inform patients on the telephone. PW queried whether all online services will go through the App & SHB confirmed yes eventually although the current one will not be withdrawn as patient must have the choice. TF asked how patients sign up to the App.

Post Meeting note – if a patient wishes to sign up information leaflets are available in Reception or online at Rotherhamhealthapp.com. Patients download the App then should come into Surgery with photo ID & proof of address in our area. The request is then actioned within a few days giving access.

Staff Update – We have employed a new Advanced Care Practitioner, Sarah who is responsible solely for all home visits. She is an excellent clinician and has been well received by patients. We have again advertised for a GP and have met 5 with potentially 3 more to be interviewed over the coming 2-3 weeks. We have 2 Nurses positions available &

are interviewing on Monday for a new HCA. Our new PCN Clinical Pharmacist Nina is now in post and we plan to have clinics available in the next few weeks for her to undertake Medical Reviews.

Newsletter – we have created this to enhance communication with patients. We don't intend to post this to patients but copies will be available in the Surgery, on the Website & social media. It will be helpful to work with the PPG & patients as to the contents. PW suggested circulating this by emailing to the Parish Hall office. SHB confirmed that quarterly info is provided for publication in the Parish Natter. **Action: SHB to task someone in seeing if we are able to place articles in Your Mag for free more regularly.**

TF then discussed the DNA policy. SHB confirmed this is a huge issue & raising awareness is good. This has been updated on our website too. If patients DNA 3 times they receive a letter & then may be removed from the Surgery. She would like to understand from patients the reasons for DNA's & may ask Reception staff to call DNA patients randomly to ask. MH confirmed that the text reminder for appointment is extremely useful.

TF then asked if SHB had any feedback on the friends & family Lloyds issue & Medicine Management. Not heard anything since, so assuming all ok for now? SHB would like to publish anonymous Friends and Family comments with answers as to why things do/don't happen e.g. car parking issues – we are a tenant in the building which is shared by many. We are unable to influence anything with regards to this. If patients have concerns they need to contact the council directly.

6. Focus for 2020 – TF would like the PPG to consider what it wants to achieve in 2020 and what its goals should be. Thoughts on this needed in the New Year for the next meeting.. Also how the PPG can support TC more. SHB asked if there would be any benefit in changing the time of the meetings to enable more patients to attend? PW suggested alternating meetings between am/pm. TF had an idea of a pledge from each member to talk to 3 people about the PPG to let them know about its existence & try to get more members. GC suggested a leaflet be made to hand out. PW it needs to be emphasised the meeting is not for complaints to be made. **Action: Terms of Reference included with these Minutes.**

Items 7-11 on the Agenda raised by F Maxwell-Stewart to be deferred to the next meeting as she was not in attendance.

7. AOB: SHB confirmed the surgery decorating has now been put on hold until the New Year as we are looking at feasibility for additional space.

Date of next PPG meeting Friday 31 January 2020 at 1pm.