

MINUTES OF THE SWALLOWNEST HEALTH CENTRE PATIENT PARTICIPATION GROUP MEETING FRIDAY 31st January 2020

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

Guests: Rebecca Howe (RH) – VAR
Tony Robinson (TR) – Chair Stag Medical Practice PPG
Rebecca Bool (RB) – Carers Resilience Service

1. Apologies: None

2. Welcome by Chair: and welcome to our Guests.

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

Status of Actions – PW – ASB – this is a problem all over the area but particularly near shops etc. She has had no reply from the Councillor. SHB has not seen or heard anything lately but the lighter nights may bring more problems.

SHB – our senior Receptionist has been tasked with contacting Your Mag for regular comms input.

TC confirmed he has now been seeing patients from early January & feedback has been very good & he will be at SHC every Friday. RH introduced herself & confirmed that TC's role is a completely new role funded by NHS England separate to the VAR service funded by the CCG. There is to be no change to the old service which is a targeted scheme for patients with long term conditions.

4. Tony Robinson – TR introduced himself as Chair of Stag Medical Practice PPG & gave a summary of what they do. It was formed in Jan 2012; they have 10-12 members & meet monthly. They also have a virtual group with approx. 90 members. They use Twitter, Facebook & Practice Website & produce an annual newsletter (PPG & Practice combined). This includes key messages for patients & general information etc. They circulate hard copies through both Practices (Wickersley & Stag). The PPG also does an annual raffle & refreshments to raise money to support local organisations. This year they supported Rotherham Hospice. The PPG members also run a little café at Rose Court Surgery every Friday afternoon when the Surgery is closed. This is very popular. SHB confirmed she is working in association with Pippa from Stag on social media outlets. RH said patients give great feedback about the group. All agreed that TR has provided some great ideas for our PPG to move forward.

5. Rebecca Bool – RB introduced herself & wanted to provide an update on the CRS & their services. This is NHS funded through Crossroads to provide support for carers in the way of information, advice & support to enable them to continue to care without negative effects on the carer. They provide a backup for carers to enable the cared for person to stay at home for longer. They work with surgeries all across the Rotherham area. The service is receiving extra funding to give support to carers of people with mental health patients too. She asked the PPG to help spread the word on their services. There are leaflets in Surgeries with information on.

RB then also discussed workshops that CRS provide in Surgeries to give guidance on the Herbert Protocol. She explained this is for anyone who is at risk of going missing. This

document is drawn up to help locate that person quicker & will assist the Police. It contains relevant information on the missing person i.e. where they grew up, used to work, places they visit etc. It is appropriate for all mental health conditions whether functional or organic. FMS asked if this would be suitable for someone with a brain injury. RC confirmed it would. This is a scheme that is being trialled until Spring/Summer this year then hopefully more funding will be provided. TF found this bizarre as surely having this Protocol in place reduces Police effort & provides benefits in to public sectors as a whole.

They also undertake Carers Clinics in GP Surgeries & have been at SHC for the last 3 years in the main foyer on the ground floor. FMS pointed out that as these were held in the foyer, it wasn't private. RC confirmed there are private rooms available for use by anyone who wishes to discuss. They base in the foyer as it is the high footfall. There are posters on the Practice Carers Noticeboard & our website/social media with the dates of these clinics.

Finally, RB praised the Health Centre & said it is doing very well in supporting carers in the Quality Markers for Supporting Carers in GP Practice. We are one of the best.

PW praised the support she has received as a carer 8 years ago. The PPG as a whole thanked RB for attending & providing this information which was very helpful.

6. Practice Update: SHB discussed:

Rotherham App – We are continuing to push this to encourage patients to sign up. Texts have been sent out recently with a link & this has resulted in a large number of telephone enquiries from patients. PW stated she had ordered medication on the App & it worked for her. TR's feedback on the App is that the validation process could be easier as people don't want to have to come into Surgery with ID. *Post meeting note from training provided 3rd February is that by April 2020 the validation process will be easier/quicker and appointments available will be for a longer period.*

Building Maintenance – There appears to be some improvement regarding the building issues. SHB met with RMBC in January. PW has still had no reply to her emails.

New Website – We hope to have a new website up & running by the beginning of March with a new provider. SHB asked the PPG to let her know of any ideas for the website of what they might think patients need to see. *Post meeting note SHB has provided TF with a link to show example from the new provider.*

Staff Update – We have now employed 2 new GP's. One will commence the end of March, the other the end of April providing 6-7 sessions each. Names etc. to be confirmed nearer the time. We have also advertised for an additional GP. Sadly our Senior Partner Dr Rob Evans retires in July. He will be sorely missed by patients & staff alike. We are low on Nurses at the moment due to recruitment and sickness. Wherever possible it would be helpful for patients who are able, to travel to one of the hubs during evenings and weekends.

7. Code of Conduct – this will be an Agenda item for the next meeting. We will also discuss & finalise the Terms of Reference. Copy to be sent by email to members in advance. MH handed a copy of TOR he found online to TF to consider.

8. Focus for 2020 – to be discussed at next meeting.

9. Reception Magazines – FMS queried whether she could bring these in. SHB confirmed that she could.

10. Feedback on Noticeboards – FMS finds these have too much information on them & the writing is too small. Also she asked that they not be blocked with anything & the heading be at the top. SHB confirmed that this had been her plan from the start and that we recently removed everything except for the Carers Noticeboard, & that staff will be working together to plan and design what should be displayed after our next Training session. We are open to suggestions from patients as to contents. Each board will have an individual purpose. The boards end up being blocked by the cleaners or patients. TF said the PPG board lacks impact. TC can use the boards too. TR stated that they have 1 PPG member & 1 member of staff who have control over their noticeboards. FMS offered to help.

11. Aims & purpose of meetings – we will pick up this point at the next meeting.

12. Representation of patient groups – FMS feels that when she says things it is not just her opinion but others have the same opinions. Everyone should have a voice.

13. PPG Input – FMS queried what TF does that she could help with. TF confirmed his role as Chair. This year he wants us all to do more & increase the PPG footprint & presence. This may mean dedicating more time to the group. He also keeps in regular contact with Helen Wyatt & tries to attend the CCG meetings once a year.

14. AOB – none

Date of next PPG meeting Friday 21 February at 1pm.