

## SWALLOWNEST HEALTH CENTRE PATIENT PARTICIPATON GROUP

### Minutes of Meeting 7<sup>th</sup> September 2018

Present: P Wade (PW), B Styran (BS), T Fisher (TF), H Jacks (HJ), S Buckley (SHB) and A Corby (AC)  
(minute taker)

**1 . Apologies** – M Hall (MH) and Dr A Davies (AJD)

**2. Minutes of the previous meeting:** Agreed as a true record of events.

**3. PPG Chair:** BS willing to continue for the time being.

**4. Repeat prescription order line update:** PW reported she has now registered for online services and has found it has worked well. SHB reported that any patients who are genuinely having difficulties are to contact reception and then each one reviewed individually by the Practice. If necessary, special dispensation put in place for these patients. BS commented the telephone number change over went very smoothly. SHB said we are aware of option choice issues but are under review if brought to our attention.

SHB

**5. Terms of Reference:** SHB explained these are from the patients association. SHB commented on the code of conduct in the TOR which needs to be complied with. TOR state all patients are members of the PPG but agreed if wish to attend meetings must notify the group in advance. Concerns were raised that patients may attend as a one off to report issues. SHB confirmed that this wasn't the correct route to take. Complaints should be made through the Complaints Procedure. Members present asked if these TOR could be changed regarding membership of group. SHB to discuss with Helen Wyatt if changes possible. There was a discussion regarding the attracting of new members. Presentation in reception. SHB offered to clear a board in reception for PPG use. TOR to be clarified regarding membership of PPG before display board utilised.

SHB

**6. Regional PPG:** BS and HJ attended and reported this was very informative with a good range of presenters. BS said interesting presentation from Rotherham Abuse counselling and wondered if this was a service used by our GPs. Discussion whether IAPT service which is used by the practice direct patients to them. Presentation from Connect Health Care promoting the Hubs which our patients can access as an alternative to attending this practice. TF commented current wait time to see a GP is 3 weeks which he felt was not satisfactory. TF also commented that long wait for blood test appointments too. SHB will look into this. SHB reported on appointments booked but not attended (DNAs) 378/7550 on average each month at present. Discussion regarding this data. TF asked if text reminders sent. SHB reported issues with consent but currently under review. Discussion regarding sending letters to persistent non-attenders. SHB to extend DNA analysis. BS queried if hospital had similar statistics.

SHB

**7. Online Services Guide:** Issued to all for perusal.

**8. Date of next meeting:** 30<sup>th</sup> November 2018

**9. Any Other Business:** All meeting attendees asked to sign the visitor's book in reception when attending meetings.

Discussion regarding parking issues and SHB reported all staff reminded to park in the lower end of the carpark.

Update regarding flu clinic – vaccines due in shortly. Important for patients to support us by having their flu vaccines here rather than elsewhere. We have purchased vaccines for all eligible patients and have full medical records should any issues arise.

SHB reported a GP to attend meetings in future wherever possible.

HJ commented on loose paving stones outside front door. SHB said this would be fed back to the Building owners.

ALL

SHB