

## SWALLOWNEST HEALTH CENTRE PATIENT PARTICIPATION GROUP

### Minutes of Meeting 30<sup>th</sup> November

Present P Wade (PW), B Styran (BS) (Chair), T Fisher (TF), H Jacks (HJ), F Maxwell-Stewart (FMS), S Buckley (SHB) and E Billson (EB - minute taker)

1. **Apologies** – M Hall, R Taylor, A Davies

2. **Minutes of previous meeting** - Agreed as a true record of events. An introduction was done of a new member FMS who has now joined the PPG and is warmly welcomed on board by all members.

3. **Practice update** - All are happy with Practice Update and was suggested that we add this to the agenda as a standing item. SHB happy to include.

**Flu Clinics** – SHB explained about the 2 vaccines and the supply and delays in getting our orders. SHB mentioned that we were planning on having an in-house Flu campaign meeting going forward and any comments/concerns or compliments would be discussed.

All present mentioned that the clinics were smoothly run from a patient point of view no complaints and went like a 'dream'.

**Care Navigation** – SHB explained the process of care navigation and signposting to alternative services potentially without the need to see a GP. All receptionists had undergone training (with more to follow) to help with this process and we had updated our telephone message to make patients aware of question asking. TF said was good but asked if the messages could be switched as this was the first message patients hear then the message re life threatening illness was second. SHB to action switch of message. All agreed was a good message.

### Online Services

SHB informed the group that we need to be at 30% compliance of patient online access by March 2019. We are currently at 24.2% and are working with the CCG to help increase the numbers. TF questioned two step authentication to log in as this is the safest requirement. SHB informed that a new app is currently in the process of being implemented and this works using two step authentication.

TF – wanted to praise the help and support he has received from Tina the secretary regarding a recent issue.

### Action

SHB to add

All to note

SHB

All to note

SHB

**4. (and 5) Declaration of interest/Terms of Reference**

SHB after being present in 1<sup>st</sup> and 2<sup>nd</sup> meeting requested guidelines and it was suggested the need for TOR and Declaration of interests. Each member has a form and will be signed and passed back at next meeting. TF submitted his DOI. With reference to the TOR it was suggested that the additions of 'this is not an open meeting for everybody' was added and change from 'everyone' is a member to say 'participant' instead. Could a rule also be added saying if not attended a meeting three times in a row with no apology provided then they would no longer be deemed a part of the PPG?

ALL / SHB

**5. New Members** - Welcomed FMS into the meeting again and explained really happy to have her on board.

**6. Regional PPG – Carlton Park** - BS – explained there was a demonstration of the Rotherham App and the explanation as to the purpose of the app which is to 'monitor and track your own health questions were asked as to the need of a Rotherham App and a NHS England App apparently the NHS England app is not ready as of yet.

Kath Henderson's replacement Debbie, BS sending information to SHB as she wants to come to PPG meeting to learn what goes on. Stuart Lakin did a presentation on over the counter medicines particularly antidepressant prescriptions. FMS mentioned no charity funded mental health therapeutic support groups in the local area.

All to note

**7. PPG Chair** – BS resigned as chair for personal reasons, HJ suggested that we talk about appointing a new chair at AGM. There was a general discussion that if there was nobody wanting to chair then it may be rotated going forward.

All to note

**8. Notice Board** - BS mentioned the new PPG notice board and asked if we could have a bigger PPG sign. Also SHB is happy to print anything forwarded by the members of the PPG and add to the board. TF wondered if we could get poster printed locally? BS asked members if they had any ideas for the board, SHB had lots of helpful information and will e-mail these across. It was noted by FMS if we could tell patients what they would get out of the meetings and to encourage patients somehow. SHB mentioned a 'you say, we did' type poster. It was discussed that younger members should be encouraged to join but with the timings of the meetings etc. this poses an issue for them. The possibility of setting up a Facebook page where no comments could be added was on the 'to do list' and all recognised this as a good idea.

SHB

All to note

9. **AOB** - HJ mentioned that the 1 person on reception was vulnerable and unsafe and the issue of privacy arose. Also SHB mentioned that all we could do about that really was put a line on the floor as this is not our building we are limited. Caretaking of the building is an issue at present as there is nothing set in place to replace the caretaker. SHB is experiencing difficulties regarding Facilities Management and general building caretaking. PW suggested that the PPG write to FM Company, expressing the concerns from a patient point of view. BS to e-mail RT who will get in touch with SHB for details.

SHB /BS

**Date of next meeting 15<sup>th</sup> Feb**