

Name of Meeting: Patient Participation Group Meeting - 23rd October 2020

Date	Agenda Item	Discussion	Action Assigned To	Update	Date Due	Date completed
23/10/2020	Welcome by Chair	In attendance, TF, SHB, SJM, TC, JR, PW, GC, DN, NS, KM				
23/10/2020	Apologies	None				
23/10/2020	Guests/New Members	<p>New members Dawn Nicklin & Nigel Short. NS has lived & worked in area & been a patient at S/N all his life.</p> <p>Karen Marshall Doncaster & Roth CCG. Joined CCG 1st October. Worked in IT since early 2000. Worked with 3rd party suppliers & in NHS all over country. Sheffield Health & Social care – Roth home town & Roth patient. Is overseeing the Rotherham Health App.</p>				
23/10/2020	Minutes of last meeting	TOR review still o/s				
23/10/2020	Accessing services via digital channels	<p>We have i) Roth Health APP ii) Systmonline (app now) iii) NHS App & iv) Airmid (app version of systmonline).</p> <p>DN – RHApp had a go today very long winded to register probably beyond a lot of peoples capabilities. All the steps ID photos etc long lots of steps.</p> <p>KM agree – technical challenge for some – long winded due to Covid usually bring ID into practice. NHS England verifying patients on behalf of practice to reduce footfall. Appreciate some may struggle. TF - likes the registration online suits my family life, appreciates not for everyone.</p> <p>SHB – from practice point of view Rotherham Health App is our preferred way – saves so much valuable admin time.</p> <p>KM - was taking up to 1 week to verify DN received same day –</p>				

		<p>good to hear.</p> <p>RHApp really good Extended access HUB – non Covid = pm & weekend appointments – ANP’s GP’s Pharm HCA’s physio</p> <p>7 day hurdle – KM priority of mine to look at this with supplier to expand. Original remit was 7 days but now need to expand. This issue is complex as have liaise with EMIS & Substract over the technical issues. KM’s number 1 priority. TF - great to hear. Looking at functionality & what is working well & promoting that in meantime, e.g. forms on the App - change of details</p> <p>Add to patient Newsletter to inform re: forms. TF – one form missing - change nominated Pharmacy not on App. SHB this was not offered to us – only certain ones to choose. Option to tailor some forms? People not using them. KM - will raise that with Substract?</p> <p>TF - aspire to get to same as Systmonline. Any marketing material from CCG? VAR contracted it but stopped due to C19. KM- marketing team putting together a plan – don’t want to market if not doing what we want as patients will switch off. Aim to get the 7 day issue sorted then market. TF can do HUBS & forms. NS - not aware of App existing until this week! What % using it because clear at moment not working? KM - for some practices it’s working well we get a report each week. Down to individual practices re: functionality. 9.46% of patients have signed up from Patient population across CCG – target is 25% SHB - S/N 16500 patients – check how many signed up Interesting NS not aware – pushing it regularly – social media patient newsletter, website Accurx SMS’s. Everything we can think of to promote. KM- any ideas to promote it better? VAR Bulletin DN?</p>	<p>Add to patient newsletter forms available on RHApp – SJM</p> <p>All to note – suggest forms patient’s would like to see on the App</p> <p>SHB to check how many S/N patients have signed up to the App</p>			
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		<p>SHB - We offered some digital exclusion training sessions in surgery prior to C19 – no one turned up. Can't retry at the moment due to C19.</p> <p>PW - Concern raised at Age UK meeting yesterday – digitally excluded vulnerable elderly great concern. RMBC have funded leaflets for the elderly.</p> <p>SHB - annual projects re: communication. C19 making traditional methods far more difficult & some unsafe</p> <p>KM - can register as a Proxy for children & elderly relatives. Only App that does this. Also video consultations – can book appointments for relatives & share conference calls. GP can bring in other clinicians to these calls</p> <p>PW - Leslie Dabell Chief Exec at Age UK- KM to liaise with.</p> <p>TF – can the App have fingerprint log on? KM - need to put to IG Governance my concern is if someone picks up the phone security issues – mechanism – KM will take forward. TF - can also have fingerprint & multi-factor identify/code</p> <p>Phone lines challenging – alleviate need to ring in</p> <p>NS – can we send a text to everyone re: App? – SHB - can't do that CCG pay for this so we are limited. TF - KM can you support – will speak to communications team re: text. Future messages will be pushed through the App eventually</p>	<p>KM to look at viability of a text to all patients re: App</p>			
23/10/2020	<p>Practice update</p> <p>Telephone lines</p>	<p>SHB</p> <p>6 additional lines were added 15.10.10. Still not necessarily coping – demand is extremely high. Unable to recruit additional staff and need to socially distance. KM – can we advertise the App on the on hold message? SHB – Needs to re-record the phone message anyway ASAP.</p> <p>Q's? NS – works with in telecommunications – asked why if we</p>				

		<p>have a call queuing system why do patients get the engaged tone & not drop into queue?? SHB will continue to review and monitor with the provider. SHB - CCG also looking at telephones, we completed a survey for them this week. KM - this is another project on our radar.</p>	<p>Update 6/11/2020 – Call Queuing to be added shortly.</p>			
	Flu clinic	<p>Had 2.5 days, so far all going well – socially distanced so slower & planned around deliveries received. Two suppliers – under 65 not all coming until mid Nov coming in small batches – no control over deliveries. All vaccines for over 65 received. Out of 5000 ordered we are at half way mark – fantastic considering difficulties. 2500 to do still before we can order 50-64 cohort. All eligible patients will receive an invite.</p> <p>PW – felt the Clinic she attended went extremely well in & out in 3 minutes superb – heard nothing but praise.</p> <p>SHB - Amazing help from S26 so much praise –couldn't do it without them.</p> <p>PW - At Age UK some bad reports about some practices Swallownest not on list.</p>				
	Newsletter	<p>Produced every month now – feedback please from PPG it's your newsletter – on website social media – text link to website. Can't print & send out at moment</p> <p>How can we get to those who are digitally excluded?</p> <p>SHB - Starting an Alphabet system ASAP to educate patients about other clinicians & services</p> <p>PW – Mark Tideswell Chairman TARA – to distribute</p> <p>TF – pointed out that paper a risk in itself at this time though.</p>	<p>TF to contact Mark Tideswell re: distributing patient N/L</p>			
	Building	<p>Biggest problem is RMBC – 2 years we have had issues with them. SHB had meeting with local MP & sent an official complaint to RMBC today via website. Received a call 30 minutes later (thanks TF). Watch this space.</p>	<p>PW to email Councillor Re: building issues SHB to forward complaint reference to PW</p>			

23/10/2020	AOB	<p>SHB – there are rumours that GP’s not open which is not correct. We, like many other practices are receiving more complaints when we are doing our very best and working in different ways to provide the service.</p> <p>TF – expressed a huge thank you to the S26 Volunteer Group for Marshalling the flu clinics. Doing a fantastic job & commitment – cracking group of people. Dark times certainly bring out the best of people in our community.</p> <p>TF – also thank you to all the Practice staff – understand the burn out. We will get through this together. The PPG stands alongside the Practice & will help as much as possible.</p>				
23/10/2020	Next meeting	<p>Friday 4 December 2020 1-2pm</p> <p>Christmas themed!</p> <p>May look at other days & times after Christmas</p>				