

**MINUTES OF THE SWALLOWNEST HEALTH CENTRE PATIENT PARTICIPATION
GROUP MEETING
FRIDAY 18th December 2020
Virtual meeting via Teams**

Present: T Fisher (TF), S Buckley (SHB), P Wade (PW), G Cooper (GC), M Glover (MG), D Nicklin (DN), N Short (NS), K Marshall (KM) and S Mallinder (SJM) minute taker.

1. Welcome by Chair

2. Apologies: T Cowgill & M Tideswell

3 Minutes of Previous meeting: Agreed as a true record of events. Review of TOR still outstanding.

4. Rotherham Health App - Update from KM. Still lots going on currently working with Rotherham Foundation Trust (TRFT) to add further services e.g. Continence Service, Maternity, and Immunisations consent. Have recently been diverted as asked by CCG to work with them re: Covid. Extending the 7 day booking period is being looked at again week commencing 4.1.2021. There is also now a requirement to migrate patients to the NHS Login facility. Some patients currently only have a patient PAC login which is not compatible with the IM1 & GP connect functionality. Hopefully this can be done seamlessly but unlikely. SHB confirmed we now have a number of forms on the App which can be accessed by patients & we are looking at adding others, as we still have a very high demand on our telephone lines.

DN said her husband has issues logging onto the App. KM confirmed this has been a common problem & will be resolved by using the NHS login.

5. Tony Cowgill Meeting with H Wyatt – unfortunately TC unable to join us today but TF & SJM attended this meeting. TF confirmed the crux of the meeting was about the evolving status of the PPG & how this may in the near future change from a Practice PPG to a Primary Care Network (PCN) PPG. It is all about engagement of patients. From 2022 there will no longer be a CCG but Integrated Care Service (ICS) instead. A further meeting is planned for February 2021, so for now we continue as we are.

6. Practice Update:

SHB discussed Practice Update:

Flu vaccines- at very short notice we undertook a flu clinic yesterday (17.12.20) for the additional 50 - 64 patient cohort. We are also administering the vaccine opportunistically in surgery & further clinics will continue to take place at the end of each day. There are still a lot of patients who have not attended & we have invited them 3 times so we may have over ordered vaccines or patients had them administered elsewhere. Regarding child vaccines, we are only able to order in small quantities at any one time. There are available appointments weekly available on the Health App for eligible patients who have not yet had theirs.

Telephones – we have done what we can to resolve issues at this point. Call queuing system was installed 13.11.20, so now we can have up to 30 patients held in a queue before

an engaged tone is heard. SHB met with the telephone company yesterday as some additional CCG funding is available to upgrade systems; however we are already using the upgraded version. TF asked if our system is cloud based – it is. NS confirmed that the ISDN version will be turned off in 2025 & systems will move to IP then – this will provide an unlimited number of queued calls. NS happy to chat with SHB & our telephone company. Converting to IP is just using a new circuit board so not expensive. GC asked if this will eliminate the queue – no but will put patients into a queuing system rather than an engaged tone. SHB confirmed we have no additional funding or space for more staff to answer the calls; we have to manage what we have. Our Patient Service Advisors undertake additional work such as prescriptions, patient tasks, reports etc.

Building – since SHB made a formal complaint to RMBC & our local MP, matters have improved significantly. SHB expressed thanks to TF & PW for their assistance with these issues.

Covid-19 Vaccine Programme – SHB confirmed that we are part of the only PCN in Rotherham who will be working together in delivering the first wave of vaccines. This has been done over 2 days this week at Anston Medical Centre. Patients aged over 80's are the first cohort & care homes. Combined the PCN has over 3000 patients in this cohort. 2 further dates have now been added. Staffing has been hard to cover. The S26 volunteers have assisted again & all feedback has been positive. We have had 975 vaccines with each delivery & there are very strict guidelines re: storage etc. If the other vaccine is approved this will hopefully simplify things. TF stated there had been a lot of feedback on Facebook about travelling to the site. TF to check with Joe Rodgers about Door 2 Door providing a service. MG said Kiveton's Practice Manager is asking volunteers to take phone shifts & offering to pay them. Can we extend that option? SHB unaware of this and will find out more. *Post meeting note – Volunteers to contact the Practice Manager at Kiveton Park Medical Centre, Marsha Raynes, regarding any paid work on 01909 770213.*

GC has not heard anything yet & he is in that cohort. SHB confirmed he will be on the list & will be contacted. We have 57,000 patients in our PCN alone, so vaccination will continue for months. Of the 975 vaccines for this week's clinics we have had no wastage.

Digital exclusion – at the moment there is not much more that we can effectively do. We can post & share the newsletter information.

Patient newsletter – TF this can be a piece of work for next year will not push now. Need to get the structure & frequency right. MG & TF suggested the PPG members do this on a rolling basis.

6. AOB – DN asked if the Heart Clinic had been suspended – not that we are aware of but hospitals have a backlog.

Information from DN's email 21.10.20 was circulated to PCN Link Workers - can be added to our next patient newsletter & put on our website. **SJM to action.**

TF thank you again to the S26 Support Group & to everyone at surgery.

Date of next PPG meeting – Friday 29 January 2021 1-2pm.