

# PPG Meeting

## Date

Fri 29 Jan 13:00 - 14:00

## Location

SHC

## Confirmed attendees

Sarah Buckley

## Other Attendees

TF SHB PW GC JR DN MG KM NS

## Details/Agenda

1. Welcome by Chair
2. Apologies
3. Minutes of last meeting & status of Actions
4. Rotherham Health App – adoption?
5. Covid Update - vaccines & communications
6. Practice Update
7. AOB

Date of Next Meeting – 26th February 2021 @ 13:00

## Minutes

1. Welcome
2. Apologies - M Tideswell
3. Minutes of Last meeting - TOR outstanding propose schedule for AGM (part open/part closed look at TOR in closed TF)  
Action - SJM & TF compliance check off line
4. Rotherham Health App (RHA)

TF Statistics at Week 2 show 16% of our patients are now registered on the App. KM aim is 25% min.

How is this achieved? - weekly newsletter. One of the Rotherham practices is being firm with patients to help with the overwhelming telephone demand. They get the message to patients via telephone after initial query staying to go on the App for their own benefit as the RHA delivers more functionality. Maternity self referral went live on Monday. There is now a form to self refer goes straight to Roth Hospital.

Since last meeting patients can now self refer to continence service (adults only at the minute), adult speech & language therapy (launching children soon) & ear care. KM confirmed working with Substrakt to get promotional material for this up & running.

Maternity hand held records (red book) available as PDF via RHA (working on that now!) TF - Maternity Voices Group - a group for pregnant ladies to have a voice, very active on FB they could promote it TF to send details to KM to forward to Roth Hospital.

Need GP Practices to promote RHA & all services - send up date information to SHB but not distribute please only to PPG (what's available now).

NS - 16% bit disappointing - do we advertise the App on the Practice "on hold message? Is there a helpline? SHB - Yes to both. The current telephone message does promote & always has we promote whenever we can. SHB to write script again for the message & share with PPG for patient point of view.

How long does it take to verify patients for the App? KM - NHS log in picture & video go to Practice. SHB - PSA's have access to check & approve & do this daily. There is limited access until account verified.

NS willing to provide feedback to KM as a patient using the App.

MG - What is different with the surgeries who are doing better? Younger demographics eg

Can't see easily how to add my son - this is simple to do. KM will get some documentation out for this.

JR will promote to patients too & will sign up himself to be able to assist them. KM - Care Home Workers signing up on behalf of patients -protocol not sorted yet for this.

## 5. COVID Vaccination

Oxford AZ vaccine - TF approached by people asking what happening/when receive it. A formal letter was sent to SHC co-signed by S26, Aston Tara, District Councillors & Parish Council (pledged use of Parish hall if required). Formal response from Dr K Tarbutt (include letters in minutes & onto website).

SHB summary: -

Pfizer has to be administered at Anston as part of our contract (storage & logistics). Oxford vaccine is like the flu once taken out of fridge has a 6 hour life. The set up at Anston allows us to work together & not cause additional work etc & run normal services too. Vaccines may be given in local surgeries further down the line but still need to focus on giving at Anston for now. Also supply of the vaccine is erratic so unable to book clinics until we know a delivery is due. If supply becomes more regular & opportunity to broaden SHC may consider locally. Delivery at very short notice & prone to change.

All going very well with very few DNA's & no wastage so far. Telephone hub is given appropriate and up to date cohort reports. Patients are called several times. Working on over 75's & 70's. There is no reserve list because thousands of patients & only so many vaccines. Very positive environment.

PW - main issue seems to be travelling there - 4 buses! (Parish Hall free).

GC had both vaccines - received a t/p call - PW took me - very efficient organisation. Was there 25 minutes in total including 15 min rest. Nothing but praise for all involved. SHB brilliant to hear this, all 4 practices have worked extremely hard. We are sending staff & organising volunteers.

MG - Are hub callers making people aware of Door2Door service & community transport. SHB confirmed the staff have been given that info at the start but not sure if it's being passed on - will ask our staff.

TF - also need advice on how to cancel/re-arrange? Younger age groups likely to not turn up - SHB confirmed PCN looking at a different way to contact younger cohorts.

NS - When he took his mum saw mini buses coming in/out all the time. TF has seen Door2Door there regularly.

MG - a volunteer said on one day there was an event on at the same time as a clinic & car parking was an issue. SHB unaware but parking is a bit of an issue as Anston is the base for District Nurses. Anston is discussing with the RMBC.

TF -email with FAQ's? CCG has a website with a lot of the questions but some answers not relevant to our PCN & some not addressed. How do we feel about a list of FAQ's & put on social network? SHB - spoke to CCG yesterday as some messages don't apply to us - next time need to say doesn't apply to Rother Valley South. Could be in our FAQ;s.

MG - what about those who have no online access? No communications for them? Maybe advertise in YourMag?

PW Rotherham is one of the most digitally excluded towns -

TF MG SHB to meet off line to discuss this further.

Information that is put out has to be right but it is changing all the time!!

## 6. Practice Update

Phones - CCG are providing funding to upgrade GP systems. A supplier has now been procured (the one SHC uses anyway). We have put our name forward waiting to hear. TF positive next step.

DNA's - TF numbers are creeping up again - SHB this is disappointing & not understandable. Need to continue to focus on how we can change this. There are more options now for people to cancel. Getting through on telephone hardest. Suggestions - TF use a statistical based approach - look at how the appointment is initiated e.g. the App, website, phone) may see a trend & identify gap to address. SHB agrees but limited time at the moment.

MG if people calling to book by phone maybe can't be bothered to wait in queue to cancel.

NS - can set up in minutes a number to leave a message to cancel the list would then be emailed to SHC to cancel appointments. SHB manpower is an issue again at the moment but worth a discussion.

NS - SHC social media posts are brilliant - is it worth posting weekly how many have had vaccine? SHB - have no problem but as doing as a PCN need Clinical Director to agree. SHB has asked this before. Will talk to him next week about this.

AOB - None

Next meeting - 26th February 2021 1-2pm

TF - thanks to MG especially & all the support from the S26 group in organising the volunteers for the vaccine clinics. This is challenging work. SHB concurs

Thanks to everyone at SHC & the NHS in general. SHB thanks to PPG on behalf of SHC.

## Actions

- 1) TF & SJM compliance check.
- 2) TF to provide details of Maternity Voices to KM
- 3) SHB to check with staff if patients are being informed of Door2Door for vaccine clinics.
- 4) SHB, TF & MG to meet to discuss communications.

## Related actions

Title	Notes	Due date	Assigned to	Date completed
<a href="#">SHB to check with staff if patients are being informed of Door2Door for vaccine clinics.</a>		24/02/2021	Sarah Buckley	
<a href="#">SHB, TF &amp; MG to meet to discuss communications.</a>		24/02/2021	Sarah Buckley	
<a href="#">TF &amp; SJM compliance check.</a>		24/02/2021	Shelley Mallinder	
<a href="#">TF to provide details of Maternity Voices to KM</a>			Sarah Buckley	