

PPG Meeting

Date

Fri 26 Feb 13:00 - 14:00

Location

SHC

Confirmed attendees

Shelley Mallinder

Other Attendees

SHB TF PW GC JR DN KM NS MG

Details/Agenda

1. Welcome by Chair
2. Apologies
3. Minutes of last Meeting & status of Actions
4. Rotherham Health App
5. Covid Vaccination
6. April AGM
7. Practice Update - Flu vaccines, smears
8. AOB

Minutes

1. Welcome by Chair
2. Apologies - None
3. Minutes of last Meeting & status of Actions -

Actions

- Door 2 Door - if a patient asks or indicates an issue with transport they are advised of this service.

- TF MG SHB meeting today re: communications for Vaccine roll-out

- SJM & TF to meet online to undertake a compliance check for AGM

- Maternity voices - TF provided KM with details & KM has contacted. Midwives are already on it.
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4. Rotherham Health App

KM - latest statistics shared with TF - 7 week growth shows we are now at 17.5% of the 25% target for sign up (verified users) - SHC is the 2nd best in terms of users. SHB we have a Teams group within the practice to share info & always reminding staff to promote. Additional appointments now added & advertised i.e. asthma with nurses

The issue with the 7 day bookings is so close to be resolved. Update yesterday from Substrakt very close KM very hopeful now. TF met a Practice Manager from another Surgery who also recognised this as the number 1 challenge.

TF asked if patients are using the online forms - Yes. The maternity form went live from 25.1.21 - 10 have been submitted to date 4 from SHC. SHB this will save us & patients lots of time - fantastic service. KM more coming. KM discussed the report shared to SHB & TF. SHB shared some info on social media.

Coming soon - Meditech solution - project with Rotherham Foundation Trust to offer radiology appointments & holistic needs assessment form i.e. cancer patients submit a form prior to their first appointment. This is based on the Macmillan service & will save on clinical time as the initial assessment is done in advance.

KM - outpatients appointments - 4 areas but only able to display appointments, there is no functionality to cancel appointments yet patients still need to call the department.

Still working with RDASH for bookable appointments for Mental Health services. The handheld maternity records has been deferred as maternity team working on another project. Also intend to add more forms i.e. Paediatric SALT. Sexual Health now on board, Diabetes Med Management Team, Breathing Space. SHB has asked for a form to register as a carer (should probably include all carers. One currently available on our website).

Log in migration - raised again - we're asking for feedback on login issues. Service desk has reported 167 incidents raised login still has the highest volume of incidents. TF can prepare a document & provide feedback to KM on logging in. Substrakt will sign post & sending out FAQ's - need to mitigate them getting these calls in the first place.

5. Covid Vaccination

TF & wife are carers for youngest child - carer's forums huge amount of noise re: eligibility/criteria. NHS website is unclear. some trying to get info from CCG "document states unpaid carers"

SHB has document re: adult carers (not children). TF how can we try & help our community?

SHB has been working on it through the PCN for a couple of weeks. The PCN meet every Wednesday to discuss issues/roll out etc. Telephones are inundated & receiving letters. Patients are coded as carers on records we are going through this list to clean up cohort 6. Clinics booked for next Fri & Mon - no more details after that at the moment. Hopefully next week should be able to state what our rules are & go from there. This is high on our list to sort & we will feed back asap.

DN told at Anston to phone GP surgery. Still prioritising the people with underlying conditions.

TF - knows someone who rang SHC & was told not eligible but was so rang 119 & booked in at the Arena. SHB said this is a training issue then for staff. SHB happy for details to be passed to patient to speak to.

KM - My Manager said yesterday Doncaster are also raising the issue over carers. Nationally may be a problem.

MG - NHS App - can search on this for vaccines in your area & book - if done elsewhere does it create more work for SHC/PCN. SHB - no as the system feeds back into clinical system but takes a couple of days for this so.

DN how do patients cancel appointments - if in our PCN they contact their own GP.

NS - message to sign up to Swift Queue - 60 spare appointments for Dronfield. KM confirmed this is a genuine message -

NS to forward to KM to raise with CCG.

TF shared positive feedback from community.

6. April AGM

TF part meeting open to public & part closed. maybe a presentation/drop in for the App leave with KM.

PW have AGM & go through process online then maybe a Roth Health app day in the centre when we can later

MG Maybe use the library for an open day - KM security of library may be an issue as confidential info use their own devices instead. Parish Hall

PW just do the AGM online think about App day later when lockdown reduced. TF agree for compliance issues

7. Practice Update - SHB

- Telephone upgrade approved - awaiting confirmation of date hopefully March. Post meeting note - Upgraded 26/3/21 - will be some bedding in and tweaks along the way.

- DNA's - went down in Jan - figures now on website will soon be on Facebook.

- Flu - still vaccines available until 31/3/21 for those eligible (7 days between vaccines)

- Smears - focusing on these for March.

- TF - Rotherham Advertiser has a section for community news free to use. Certain practices were putting information in there. SHB emailed them last week can include flu, smears, Roth Health App.

- Dr Tarbutt is taking 6 months paternity leave . We have recruited another GP to cover, Dr Adam Carter who starts in May.

8. AOB - none

Next meeting - AGM - 28.4.21 6pm post on website if anyone wants to join send them a link.

TF again thanks to NHS/Practice/MG with volunteers etc.

Actions

- 1) TF to prepare document on logging in to Rotherham Health App to pass to KM