



Swallownest Health Centre

Patient Participation Group

11th June 2021



PPG Agenda

1. Welcome by Chair
2. Apologies
3. Minutes of last Meeting & status of Actions
4. Rotherham Health App
5. Communication / Managing Patient's Feedback
6. Practice Update
7. AOB
8. Close



4-6 weeks



connect to other community organisations



Digital transformation / exclusion



Focus areas

Connect



Collaborate



Community

Minutes of last meeting

Actions

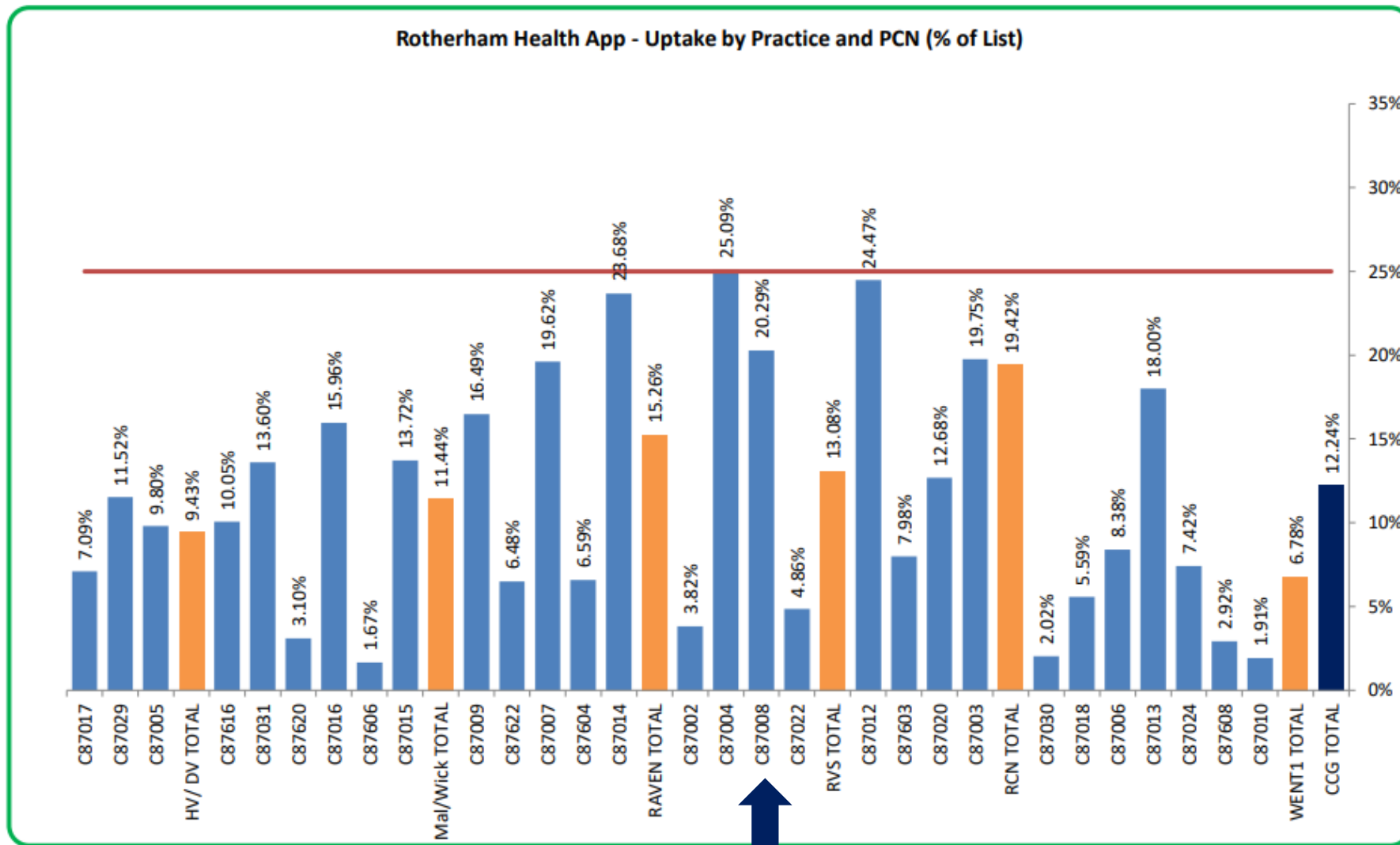
- SJM to provide JR with contact details for M Tideswell - Done.
- MG to forward details of contact at Stroke UK to JR. - Done
- KM & SHB to discuss patient summary on the Rotherham Health App offline. - Done
- KM to forward to TF report on statistics on Practices utilising forms. - Done



Rotherham Health App

Utilisation up to 31st May

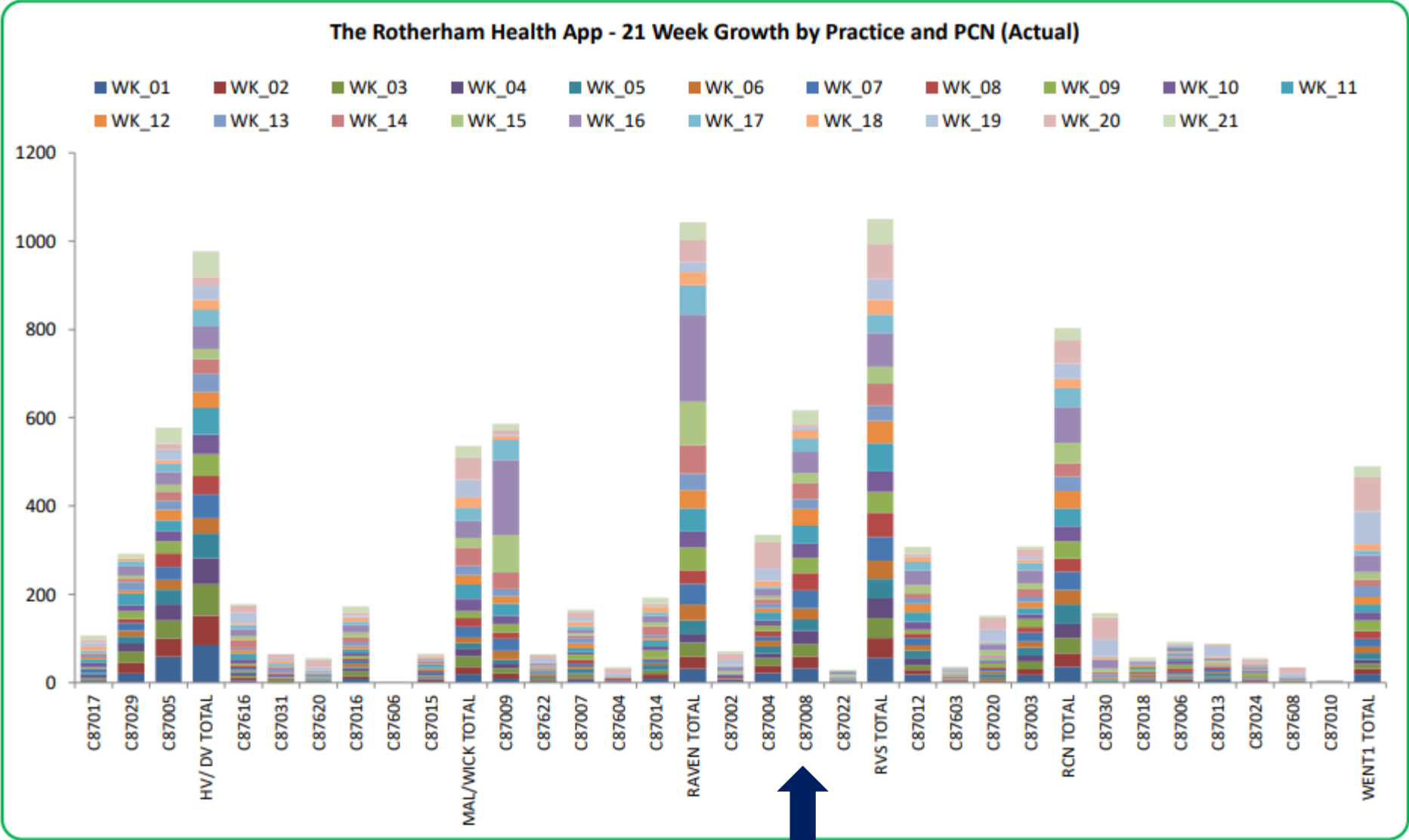
Total of Rotherham Health App Sign-Ups as a percentage of baseline Patient List.



Kiverton has beaten us to Gold but we can still get a medal.

GO SHC!

Rotherham Health App Sign-Ups – Growth over 21 weeks.



Patient Communication and feedback

What are we
hearing?



What are the
themes



How do action?



Ideas for Action

What are we hearing?

Points collected

- Why are we closed?
- Able to book appointment online
- Not able to pop into reception
- Telephone wait times
- Follow up actions not followed through
- Lack of F2F consultations
- Can see a nurse a lot easier than a GP
- Access to care for the digitally excluded
- People not even trying as they know it's a up hill struggle

Practice Update

- Vaccine
- DNA
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Last items

- RVS Health Forum
 - Long COVID approach in Rotherham
 - Connecting with Swallownest Baptist Church
- Date of Next Meeting



Vaccination Volunteers