

PPG Meeting

Date

Fri 11 Jun 13:00 - 14:00

Location

SHC via Teams

Confirmed attendees

Amanda Lewin, Shelley Mallinder, Sarah Buckley

Details/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

Minutes

In attendance: TF, SHB, SJM, AL, PW, GC, MG, NS, DN, CP

1. Welcome
2. Apologies -KM JR

New members

Claire Parkinson (CP) - Welcomed by the Group. Has a background in healthcare. Has worked at a GP Surgery & commissioning in Doncaster. Has a passion for patient care loved working with GP's. Has also worked at Thornbury Hospital - patient care & marketing & the One Health Group. Works for local church at the moment. Hope to help with ideas etc. Family are patients of SHC.

Amanda Lewin (AL) - SHC new Patient Services Manager started 1 June 2021. Previously a team manager. A former Civil Servant for 20 years & Store Manager for Mothercare so has strong team/customer service management experience.

3. Actions

All done except SHB to discuss with KM patient summary

4. Rotherham Health App Statistics

MG asked if the App is doing what we want - still grumbings about appointments being unavailable for SHC but available for GP's at other surgeries. SHB these are extended access evening & weekend appointments to all clinicians, physio. We have as many appointments available as we can for now as people do book inappropriately via the App. Need to re-look at with AL. We also have to send a GP vaccinator & Nurse to Anston weekly which affects availability. All Covid vaccines should be complete by August. MG we can keep pushing the App but not sure patients will use it until issues resolved.

DN has been unable to book any appointments since she downloaded it.

GC used the App really well for nurses not good for PW with GP's

CP - What is the strategy to get patients onboard? SHB we are extremely proactive with the App on the phones all staff, texts to patients all have info about it, social media, website, leaflets, texts. Other things (Digital workshops) were planned then the pandemic started. SHB has discussed with the communications lead at the CCG & he was impressed with what we are doing already and couldn't suggest anything further. We are doing a lot more than other Surgeries.

MG Rotherham Hospital have an advertisement on the TV in their waiting areas - SHB has raised with CCG previously for SHC and awaiting further update.

Will there be a chat function? SHB there is a functionality for this but the Partners do not want it, as demand is already through the roof.

Social media? CP asked re marketing strategy. Post on Facebook more than Instagram/Twitter as more followers and easier to post. CP happy to help.

NS - not much contact with surgery but mum does. 3 separate 45 minute wait on phones. SHB confirmed can have a linked account & make appointments via the App but need to check with KM.

5. Communication/Managing Patient's Feedback

SHB - Telephone upgrade - staff were trained incorrectly at the start. No longer cutting people off. We now have the ability to see how many staff are logged on, how many patients are in the call queue & how long they have been in it to be able to utilise staff. Receptionists have lots of other jobs to do as well as answering telephones. Trying to manage demand better now AL on board. Also AP and unexpected sickness/isolation still happening.

AL - can now pull all staff when needed now I can see matrix. Able to pull queue down quickly. Very useful tool.

NS - more frustrating was that I was cut off after about 35 minutes. SHB that was the training issue - signing in & out issue. Dr Earl has had patients saying they have been cut off today so SHB spoke to the telephone company again & they were rebooting the server at lunch. However, there will still be no more available appointment just phones answered quicker.

DN can the message give you an average queue time? - SHB will check with telephone company.

NS can the message say to use the Rotherham Health App - SHB confirmed it already does & there is now a comfort message to say when we are closing.

TF - starting to see improvement comments on social media - keep doing what you're doing AL.

Discussion about comments, local complaints/grumbles. Reflect & will discuss again at next meeting.

PW- when all restrictions lifted can patients then come into Surgery to book? SHB - we don't know yet. We continue to have regular meetings but will not change anything until we have the Guidance.

PW maybe put something out there to show both sides of argument for/against non face to face appointments.

Rother Valley South PCN Health Forum - TF attended meeting - there is now a long covid approach in Rotherham. There is also a local church meeting with the Reverend next week to discuss ideas to maybe promote the wellbeing & support networks through Church

MG has a contact at another church will forward to TF.

MG put together a website for S26 Covid Volunteers - <https://www.s26covidsupport.co.uk>

SHB had wanted to show a video to the Group but insufficient time. TF will add it to material from today to share it as not had time to show.

Next meeting: 13 August 2021 1-2pm

Actions

- 1) SHB to discuss patient summaries with KM.
- 2) SHB to check with telephone company whether the recorded message can give an average queuing time.
- 3) MG to provide TF with contact at Church
- 4) SHB/SM to look at Terms of Reference and update along with Conflict of Interest form. Gentle reminder that the meeting isn't for personal complaints, but to support and work with the practice. Any personal complaints should be dealt with via our Complaints procedure, of which details are shown on the website.