

## Date

Fri 10 Dec 2021 13:00 - 14:00

## Location

SHC via Teams

## Confirmed attendees

Amy Hood, Amanda Lewin, Shelley Mallinder, Sarah Buckley

## Details/Agenda

Agenda: -

- 1) Welcome by Chair
- 2) Apologies
- 3) New Members
- 4) Minutes of Last Meeting
- 5) Practice Update - video, improvements to date, active signposting, social media
- 6) Community Pharmacy Scheme (Gwen, Medicines Management - CCG)
- 7) New TOR
- 8) PPG Network Meeting
- 8) AOB
- 9) Close

## Minutes

- 1) Welcome

In attendance: SHB SJM AL AH TF CP DN GD (new member) Gwen Yale

- 2) Apologies: PW, GC New member CM

- 3) New members - George Davies - Parish Councillor for 6 years, member of church. Passion for the community & Doctors is a big part of the community.

- 4) Minutes of Last Meeting/Actions

- i) KM willing to have separate meeting with PPG re: Roth Health App
- ii) SHB has checked with provider and we are unable to have an average telephone queue time
- iii) Done
- iv) Done - on Agenda

#### 5) Practice Update

i) Abuse video shown - times are frustrating for everyone, demand has increased ten fold. We regularly receive verbal and have even received physical abuse. We are all doing the best we can. In terms of staffing we are all fishing from the same pond for clinicians.

ii) Improvements to date - continually trying to improve. Telephones have always been a hot topic. In Sept we purchased a monitor for Reception showing visual queuing system. Patient Service Advisors (PSA's) can see how long people are waiting and how many people. PSA's monitor and react to it all day to meet the demand. However they have much to do besides answering the phones. Employed additional staff as well. There is a noticeable improvement now. A lot of the time no one now in queue. Tel provider confirmed we have best system in Rotherham. More appointments available online than any other Rotherham practice. People still book online appointments inappropriately though, creating wasted time. Access has improved. Still need to work on educating patients more with regards to the correct service, which can be the pharmacy.

Did Not Attend's - November 2021 highest they have been for a long time. We are being very proactive by sending messages being sent from system and also from PSA's daily to remind patients of non attendance link to DNA figures. We do have a DNA policy and we will remove people who frequently miss appointments as per the policy.

Since July 2021 appointments have been patient choice (telephone or Face to Face)

iii) Vaccinations - we didn't get involved in Phase 3 covid boosters, we subcontracted to our Primary Care Network. Patients can book at Anston or other centres via the national booking system or via 119. Still receiving a lot of calls about that. We were only contracted to undertake our Care Homes boosters.

Flu - we've done exceptionally well with this & a new system. Still calling patients as we have vaccines left that we can administer to over 65 year olds. We have currently achieved targets in all areas but children (national issue).

iv) Active signposting - Community Pharmacy Consultation Scheme for minor ailments which G Yale will talk about. Started last week going well

v) Social Media - We took the decision to remove all platforms for now. The reason being mostly time constraints. Also we have a comprehensive website.

vi) CQC - routine inspection in October 2021 - Significant amount of work done in preparation for the visit. The report was published which we were able to feed back on any factual inaccuracies. Some amended, but some overlooked. We will be re-inspected as is the norm. Working through some issues which we accept do need improvement but some are out of our control i.e. building issues.

TF emailed all PPG members to share report & statement on website and asked members to read summary and look into certain aspects of full report before next meeting. Would welcome a discussion about this so we can assist/support on this.

CP - social media completely understand but a really good way of opening up relationships with patients/community. CP offered support and help with this

DN - some positivity too. SHB protecting our staff & mental health is a priority - the pandemic has not been easy for any of us. We hope that we will be able to resurrect in the future.

GD - understand about social media but will get people go to other sources to complain & won't get any good feedback. SHB not a forum to provide feedback. Other ways to feedback - website, NHS choices, forms, in Surgery

TF - Neighbours commented about getting through on the phones straight way on 3 occasions so clearly making a difference. Noise regarding telephones on social media has subsided considerably. SHB we would appreciate positive reviews, but unfortunately it isn't common to pass praise.

DN boosters - problems getting booked in for these - SHB you will have to raise with CCG. TF spoke to HW & GL at CCG about this. There were delays getting Anston onto National Booking System. Availability increasing at Anston all the time. Not a SHC issue as not involved.

#### 6) Community Pharmacy Scheme - Gwen Yale - Medicines Management

CPPS - since 2019. Practices triage patients then send electronic referral to Pharmacy of choice. Pharmacist then consults with patient & prescribe or refer to another agency (or to GP if beyond their expertise, although this will be very rare). For minor illnesses only. Also do not refer section for any red flags (see spreadsheet from GY). Recorded in patient record so there is an audit trail. Nearly all Pharmacies in Roth have signed up. Once referral sent via NHS mail the patient then has to contact the Pharmacy to arrange appointment.

SHB - we started last week nearly all trained on it. GY will send through a presentation. Very positive. It's awareness at the minute need to get the message out there more to help.

#### 7) TOR

SHB - Following last meeting we have reviewed of all documents for participation. Partners checked & signed off to distribute to PPG for feedback. SJM to email all 3 documents to all members.

#### 8) PPG Network Meeting

Most of discussion around C19 infection/vaccinations. Tel systems rolling out.

RVS Community Health Forum - mindfulness run by TC. VAR volunteering lots of opportunities. Links on TF slides.

#### AOB

None

Next meeting: 18 Feb 2022 1-2pm