

Date

Fri 18 Feb 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) Minutes of Last Meeting

4) Practice Update -

- General Update

- Improving feedback/CQC/NHS Choices/etc

- Telephone Survey

5) Rother Valley South Community Health Forum update

6) New PPG documentation

7) AOB

8) Close

Minutes

1) Welcome by Chair

2) Apologies - AM RH CP

3) Minutes of last meeting - Agreed & actions done.

4) Practice Update - SHB

- General Update - since New Year we have had 2 Covid outbreaks. The worst saw 9 staff off at once (admin & clinical). Pulled together staff working all hours to deal with & weekend overtime. Unfortunately had no option but to move/cancel many appointments. had to manage it on a day by day basis. New full time HCA started this week to support blood appointments. Recruitment - 2 GP's going on maternity leave in March we have had no success recruiting new despite repeat adverts - GP's are unavailable nationally. Community Pharmacy Scheme - we are being proactive with this but

patients are not accepting. We need to educate patients more on this. TF - this needs promoting by the CCG. SHB - Needs to come from NHS England as national scheme. Over the counter medication rather than prescriptions for many items/treatment has always been pushed from a NHSE/CCG stance.

- Improvement feedback/CQC/NHS Choices etc. TF - CQC - how are things going with improvements? Work is ongoing, however SHB only able to be picked back up this week since Xmas due to all absences. One area we are still falling down in is the building situation. RMBC have done some work but still lots outstanding. SHB meeting with them end of Feb. We have made other changes. New Nurse Lead is now in post and we have looked at changes re our nurse appointments to give more capacity & improve access.

- Telephone survey - we need to improve feedback from patients. We have done surveys before but need to do them on a more regular basis. We would like the PPG to help us with producing a survey on whatever they feel is appropriate e.g. telephones/access. Our telephone system has been much improved since September. There are times when staff off ill etc issues will arise due to all the workload reception have to deal with. Would be nice to have feedback as people don't necessarily provide positive feedback. PW - all appointment options not available online so we find we are still having to call the Surgery. We are mindful of this, but this is being carefully managed as patients are still booking inappropriate online appointments. This wastes a lot of time. Nurses rota's are in now for next 12 weeks to assist patients booking. We need to be careful that this doesn't increase DNA rates. PW have called a few times & got through very quickly - will put this positive feedback online. We believe that Swallownest has more appointments available online than any other practice in Rotherham. TF asked why patient's book online inappropriately? Is it lack of understanding/unavailability of correct slots? We do not know so agreed that this would be included in a survey to find out the reasons behind this. Would definitely help us to know the reasons why so we can adjust. AH explained we have recently updated the online platforms - it used to just say "session" - now says the GP's individual name & we didn't know this. We currently have 4 platforms, our website, Airmid, NHS App & Roth Health App - all pull through information from our clinical system differently. We also didn't know this at first. So it is very difficult getting it to look right on all 4 systems but AH checks this regularly. We would definitely welcome feedback. We can then correct any errors.

PPG will look at this survey - telephone/accessing services/feedback on booking online appts. TF will email all members with some ideas & ask for feedback on questions then will have a proposal for the next meeting.

Building - anything PPG can do to help? CCG are now involved so hoping things will be sorted. Meeting next week so will let the PPG if we need anything.

5) Rother Valley South Community Health Forum Update TF - Tony Cowgill Social Prescriber runs this forum. At the last meeting he introduced a Health & Wellbeing Coach, Sara Eckersley - she is visiting local community groups & answering general health questions & undertaking BP's & signposting. TF met Sara & connected her with Aston Tara & Swallownest Baptist Church. Any others we could introduce her to? PW suggested the Parish Hall Ladies Circle & will let TF have contact details. There used to be a craft group/knitting group. Anyone to let TF know of any others. TF to let PW have Sara's contact number. Chatterbox at Lodge Lane Chapel? GD can speak to someone there & let TF know. Aston Leisure Centre may be something there? Maybe another ladies group at the Church too.

If anyone is interested in joining the Forum meetings are held on the third Tues of every month 2-3pm TF/SJM can forward the invitation.

6) New PPG documentation SHB - 3 new documents Policy, declaration of interest form & confidentiality agreement. We are just tightening up the process & to ensure all members are clear of the purpose of the PPG & are disclosing any conflicts etc. This is an annual requirement. All members to sign both documents & return to SJM prior to next meeting please. Policy - election & term of Chair - TF willing to carry on this year & into next unless he has a change of personal circumstances. will probably look to stand down next year & possibly be vice Chair. We do not fully understand what changes may be brought about when CCG's change to ICS's later this year.

7) AOB - none

Thank you to all staff with working through difficult times & overtime etc.

Date of next meeting - 1 April 2022 1-2pm