

PPG Meeting

Date

Fri 01 Apr 13:00 - 14:00

Confirmed attendees

Amy Hood, Joe Rodgers, Shelley Mallinder, Sarah Buckley

Details/Agenda

Agenda: -

- 1) Welcome by Chair
- 2) Apologies
- 3) Minutes of last meeting & actions
- 4) Practice Update
- 5) Next patient survey
- 6) AGM
- 7) AOB

Minutes

In attendance SHB, SJM, TF, JR, MG, AH

- 1) Welcome by Chair
- 2) Apologies - PW, GC, GD, CP, AL A Machon has left the group no longer able to attend.
- 3) Minutes of last meeting - Updated PPG documentation returned by some members. Still outstanding from PW, GC, CP, NS, RH, MG, SK.

BP feedback - GD spoke to Lodge Lane Church - everyone who goes to Natter group are "very regular customers at SHC" so regular checks anyway. No other feedback.
- 4) Practice Update - SHB

Winter Pressures appointments - since end of Oct 21, 3172 additional appointments have been used across the PCN (GP, minor illness & ANP). This ended yesterday so we are concerned that this extra capacity has now gone. Demand is already at a peak so please make people aware of difficulties.

Patient education - really need to continue to plough forward with this in respect of other services available to support patients. One is First Contact Physio (been available since 2018). Patients can see a Physiotherapist first (who can prescribe) Previously any patients who were signposted there had to go to another Practice but now we will have a physiotherapist in the building every Monday from the 9.5.22. If a patient sees a GP first then they would need to wait 2 weeks to see a physiotherapist. Once assessed can also then see a GP too if needed. SHB will delegate AL to check how such an appointment would be made. The physio's are on the HUB system not our clinical system. Appointments are also bookable online via The Rotherham Health App.

TF residual feedback on social media re: follow up appointments. We regularly review appointment system and will continue to do so over the coming months. especially with the introduction of additional services. We are trying to get a balance of on the day appointments and routine pre-bookable ones. Every day is different and it's hard. Maybe include in survey?

DNA rates for March - of the 8365 appointments 228 DNA's (3% rate) still work to do regarding this.

JR offered to assist with DNA's like we did before if he has a list. SHB to provide

AH: Getting all new chairs in reception from Tuesday next week. These were damaged and also thinned out due to covid but now getting more capacity for more patients again.

Spring boosters/covid jabs - update from PCN - Anston will be active doing them but patients will still need to book through the national system. Anston is hoping to be on in the next couple of weeks. Children to book too as schools are stopping doing the vaccines.

TF - has a child who is eligible under 12 & vulnerable but can't book his through the national system. School told me no more vaccinations being done at school. Will share on our website as soon as we are able to.

AH - we are receiving a lot of calls from patients struggling to reset passwords for online access & having to talk them through the process. So we are planning on restarting a group session for any patients to come into surgery for a session to help and assist. Maybe every quarter depending on uptake. - Could do with help with promotion from PPG please - All agree good idea.

TF trying to understand strategy on which App Rotherham will use. Talking about all the different portals to use at recent PCN meeting. SHB - the Roth Health App is the best in terms of appointment availability. It is the only App that patients can book evening and weekend appointments on whilst also offering other additional services.

March newsletter is also out. April will go out later today. TF suggests community news section in Roth Advertiser - submit by 4pm on Mondays they can put a bit into the newspaper.

5) Patient Questionnaire - thanks to MG who is the only member to give feedback.

MG suggestions: Do we look at health inequalities locally, idea on how patients prefer to book appointments, types of appointments F2F/video/telephone call, waiting times, access to info/updates, as SHC no longer on social media. SHB - we have no plans at this stage to go back on social media - our website updated regularly. We shared information on access to the RVS Community Forum to discuss at meeting. Unfortunately we weren't present in the meeting to provide any feedback.

TF suggestions - way patient's access/request services? Common procedures/queries. We do get occasional telephone queries & PSA's will talk through - on website (we could set up an Accurx).

We don't manage website so feedback if any problems/issues and we can resolve. If patient's find errors/problems they can email.

PPG helped us create the website when we changed it in 2019, and it would be helpful for them to provide feedback on it.

TF - Where do we go from here? SHB - Friends/Family texts are contractually back in place from April 2022 - automatic text sent to a patient after an appointment for feedback. We have until Quarter 2 to officially report on this as reporting has changed & we haven't had to undertake over the last 2 years.

MG What do we want from the survey so we can adapt? - SHB - we need help in understanding from the PPG what patient's want to know. Also there is an annual national survey so don't want to duplicate content.

TF friends/family is good

AH Not sure yet when survey will go out. Need to consider how many questions too definitely less than 30. The fewer questions more likely to get answers. No immediate need to do straight away needs to be right.

TF proposal - better understanding of friends/family & questions asked - can we adapt that.

SHB will confirm the current questions asked & add to the minutes.

6) AGM - has to be public session, nominate officers, confirmation of secretary, guest speaker (Rev David Skeet from local church maybe, or from Connect Healthcare Federation (these provide extended access, First Physio first etc). Plan B - New Hope Food Bank. MG to forward contact to TF.

When/how? Virtual - post Easter. SHB will contact Federation.

If in person would have to know how many people are coming. Difficulties with sound system at the moment in the big meeting room.

Thurs 19th May 2022 6-7pm AGM

TF to do marketing once guest speakers confirmed.

SJM & TF to consult re: members attendance.

7) AOB - none.

Next PPG Fri 24th June 1-2pm.

Actions

- 1) SHB to check how patients will access GP appointment if needed after seeing First Contact Physio - assigned to AL
- 2) PPG members to provide feedback on SHC website
- 3) SHB to add friends & family questions asked to these minutes
- 4) MG to forward contact at New Hope Food Bank to TF
- 5) SJM & TF to consult re: PPG members & non attendance

Related actions

Title	Notes	Current Activity	Due date	Assigned to	Date completed
AL to see how patients access GP following Physio First - what's the process please			06/05/2022	Amanda Lewin	