

# PPG - AGM

## Date

Thu 19 May 18:00 - 19:00

## Location

Meeting rooms 1&2

## Confirmed attendees

Amy Hood, Hayley Wilbourne

## Other Attendees

SHB, AH, HW, TF, GC, MK, DK (parish councillor), HJ, SS,LW,DW,BB (Parish councillor), RW,GD,(Parish Councillor), FM-S, JW

## Details/Agenda

Agenda: -

- 1) Welcome by Chair
- 2) Apologies
- 3) Appointment of Officers
- 4) Practice update
- 5) Guest Speaker - Chris Barnes - Connect Healthcare Rotherham
- 6) PPG Open Forum
- 7) AOB
- 8) Close

## Minutes

Minutes: - 19/05/2022 6pm

In Attendance - SHB, AH, HW, TF, GC, MK, DK (parish councillor), HJ, SS,LW,DW,BB (Parish councillor), RW,GD,(Parish Councillor),FM-S

SHB Fire regs observed

- 1) Welcome by Chair

Request for mobiles silent, to raise hands for questions and welcome constructive dialogue and that the meeting will finish at

7pm.

Acknowledgment of Parish Council Presence

Introductions of each person present

Informing meeting minutes are published on the Practice website within 30 days.

## 2) Apologies - DN, RH, MG

Minutes of last meeting – actions outstanding

- Website feedback to roll over to next meeting
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- Friends & Family messaging turned back on as per contractual obligations. With change of provider, SHB will check questions asked and bring to next meeting
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## 3) Appointment of Officers

Chairperson -TF declares willingness to chair for the following year. No challengers, re- elected.

Vice Chairperson – PW declares willingness to Vice chair for the following year. No challengers, re- elected.

Many thanks from the group and SHB to SM who provided secretarial role and steps down to focus on other areas within Swallownest Health Centre.

Welcome to AH and HW both Care Coordinators who will take over secretarial role

## 4) Practice update - (SHB)

Recruitment of 2 new GP's (male and female) starting in June and September respectively. More details to come when HR checks completed

Care Co-ordinator introduction AH explained a little about the Clerical role supporting Long Term Conditions, Dementia, End of Life, Learning Disability and Severe Mental Health patients.

New PCN Roles introduction

New services to our practice

- Paramedic on Wednesdays at SHC currently in post

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- Mental Health Practitioner – Days at SHC TBC

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- Health and Wellbeing Coach Thurs & Fri PM

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- Physio first in building on Mondays (possibly will be f2f appointments shortly) and

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- PCN Pharmacist taking over medication reviews

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- IAPT Tues PM

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Informing the practice status as a Training Practice and supporting of training of clinicians- we have a new Male nurse who started this week and is training to be a practice nurse.

Health kiosk due shortly! More info to come

Description of Health Kiosk due to be installed in waiting area later in the year allowing patients to take their own BP, height, weight, vital signs and enter information regarding to various Long Term condition reviews such as Asthma, hypertension etc.

DNA policy clamp down - April 4% non-attendance

Mention of JR looking at frequent attenders and high rate non-attenders and how best to support

CCTV due to be installed with sound for the building in June

SHB presentation - Care Navigation intro re support to GP's via other roles and GP mental Health and difficulty nationwide of GP recruitment/retention and brief description of working patterns i.e. GP appointments per day 15am and 15pm contractually. This has always been the contractually stated number of appointments per day per GP for safety reasons, this number has not altered prior, during or post covid.

GP's employed by surgery at present stand at 12 with 2 on Maternity leave, with locum cover as unable to recruit maternity cover on contract.

Question raised by FM-S and other attendees to SHB. Discussion about communication regarding waiting times in reception and frustration and recommendations to access systems that can provide waiting time information. SHB takes on board and will look to review process.

Discussion re complaints process and inappropriate internet complaints. Complaints leaflets handed out. Posters and leaflets will be available in reception waiting area. Acknowledgement by room of verbal abuse to staff with consensus being to denounce such behaviour.

RW explains and comments on his positive experience of complaints procedure to the room. Question from attendees regarding cancelling appointments last minute - SHB reply re last minute staff sickness and informs all regarding complaints procedure (information also available via practice website).

## 5) Guest Speaker – Judy Wood of Connect Healthcare Rotherham (Federation)

GP federation providing

- Evening and weekend appointments Dinnington F2F and telephone GP. Also ANP and Nurse. Bloods/dressings/cervical smear Weekend and evenings. Prescriptions sent to long opening pharmacies.
- Broom Lane weekends and bank holiday cover
- Hot site Ridgeway currently for Covid positive patients but will be switching to acute illness site 1 GP and 3 ANP shortly
- Boosters available at Rawmarsh sat/sun walk in and Federation taking on Housebound cohort for Rotherham Area
- General information regarding appointments provided by the Federation, 4500 in April
- Minor eye conditions clinic due to open shortly running 5 days a week, this will take over for The Rotherham Foundation Trust.
- Physio first via RHA
- Info regarding access via Rotherham Health App/website

Positive reception of information by the room and request by Councillor attendees to share this information via parish office leaflets/posters/newsletters

Federation to provide and feed through via TF

SHB to develop advertising of these additional services – our website is comprehensive and we do produce monthly newsletters.

TF – many thanks for positive feedback and asks AOB – how to get out useful information presented here today via various local groups and local newspapers such as advertiser PW.

Connect with Parish council

8) Close

TF - Again Many thanks for good attendance and constructive meeting

### Actions

Actions

- Federation to provide posters/leaflets to councillors and feed through via TF

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- SHB to develop advertising of connect healthcare additional services

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- SHB to review waiting times and communication thereof in reception

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- SHC and TF to increase engagement with the Parish Council.

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### Related actions

Title	Notes	Current Activity	Due date	Assigned to	Date completed
<a href="#">Posters/Leaflets</a>	Federation to provide posters/leaflets to councillors and feed through via TF			Amy Hood	
<a href="#">Advertising</a>	SHB to develop advertising of connect healthcare additional services			Sarah Buckley	
<a href="#">Waiting Times</a>	SHB to review waiting times and communication thereof in reception			Sarah Buckley	
<a href="#">Parish Council</a>	SHC and TF to increase engagement with the Parish Council.			Sarah Buckley	

### Associated documents:

- [2022 AGM deck2\(1\).pdf](#)

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- [PPG Practice Update May 22\(1\).docx](#)

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