

Date

Fri 29 Jul 13:00 - 14:00

Location

SHC via Teams

Confirmed attendees

Amy Hood, Hayley Wilbourne, Sarah Buckley

Other Attendees

TF,MH, MG

Details/Agenda

- Practice update
 - Telephones update
 - Call reporting in place since 16th June and never going over 14.28min 15th July (day after PLT)
- GP Survey -Jan 2022
- Health Kiosk
- Flu
- Staff update
 - Dr Rob Baker started 28th June
 - Dr Sophie Nickson starts 5th Sept
- Pharmacy consultation
 - May 22 - 69 referrals done
 - June 22 - 79 referrals done
 - July 22 - 60 referrals done

Minutes

- Welcome by Chair
- Attendees – TF (chair), MH, MG, AH, SB

Introduction of new member MH - Welcome from all.

Introductions by all attendees

- Apologies – RH and GD and RW and PW GC and CP and HW
- Prompt for Sarah to collect award – Covid 19
- Minutes of Last Meeting(AGM)

- AGM end May, minutes on website

To action from last meeting

1. Posters and leaflets from Federation – **nothing sent over yet but they have a lot of new services so focus will be on this**
2. Advertising – **same as above**
3. Waiting times in Reception– not actioned at present add to next PLT practice meeting and PM forum and RVS forum to see how other services manage this. Can use call board to announce this? We have an old system not easy to do this using current system – **to look at possibly updating to new call board system in the future funding permitting.** *Post meeting note - SHB spoke to the ICB Digital Optimisation team 5th August with regards to this. They stated not possible either without financial investment.*
4. Parish Council - **shared minutes with Council but no further response/contact.**

Practice update

Telephones update – CCG/PCN initiative to answer phones within 10mins. Our phone line currently stands at 15 people in the queue. The surgery now has reporting in place on phone line queues and we have noticed a pattern when closed on Thursday afternoon during closed PLT day - the day after we are not meeting 10min target. To review at next meeting. We are one staff member down (advert out) and AL and sickness are the days that we don't currently always achieve. However overall we are achieving all day.

Pharmacy Consultation Scheme and self care – Gwen from the CCG Medicines Management Team spoke to PPG previously regarding this national scheme – The surgery has a list of conditions that when a patient calls us with we sign post to pharmacy who will see patient and offer over counter meds. **Figures - 69 - May and June – 79**

Online appointments – (contractually these should be any appointments that don't need to be be triaged) We are obligated to have at least 25% of our appointments up online. This includes Bloods, cervical smears, colour chronic disease clinics, diabetic foot check, Flu, med reviews. The surgery does not have many GP slots up due to not being able to triage these online slots and care navigate patients who should be booking to nurses/mental health worker/pharmacists/physio etc.

Query from PPG that there could be an automatic online triage before booking appointment in. Reply from AH - The Rotherham Health App does have a symptom checker as does the NHS APP but it does not force you to use this prior to booking, this may come in in the future and we will keep the PPG updated.

TF asks AH for refresher on APP/website information.

With regards to APP's and online appointments in general due to competition regulations and the new use of the universal NHS login more and more platforms are pulling our appointments for patients to view where we have no control over how they are presented. Currently I check x4 platforms; SHC website, Rotherham Health APP, AIRMID and NHS APP when adding new clinics to make sure they look correct and aren't confusing. However we have recently identified 7 other applications that we are querying with the CCG. This could potentially create a huge workload going forwards. **Post meeting note - This has been escalated to the ICB/NHSE**

Appointment improvements - when GP asks patients to be booked in we don't always have slots available – currently in the process of reviewing our appointment system

GP Survey - Jan 2022

- Sarah has summary - fell down on telephone/booking but high on GP satisfaction, link to GP survey in minutes – come back to this next session – action to PPG members to look at
 - EK Health Kiosk

- Trying to sort a screen and adjustable chair for BP machine and posters before starting to use, PPG members to come in and trial? F2F PPG meeting next time
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- Flu jab – vaccines set to come in September - Healthy 50-64 age group has been included again this year but not priority until after 15th October (stock delivery dependant) – We are looking at 2 Sat clinics again and will confirm as soon as – would anyone like to help by volunteering to be a marshal again please? One way system again - sending link messages to book in using DOB and also mobile phone for special flu line and minimal letters to those who need only. Flu and covid boosters together – not here, also discussion re flu and pharmacies and how we order flu vaccines in practice - we order a year ahead based on previous years uptake.
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- Covid Autumn booster – our practice have said no administering. Will be to book on national booking system at other facilities (info on risk groups that can receive this)
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- Staff update – Dr R. Baker started June , Dr S Nickson starting September. Dr Cathy Evans is leaving and advert out for her replacement. Still have x2 GP's on maternity leave and locums covering.
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- AOB
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Reminders for forms – add as action

Michael requests f2f meeting and discussion re f2f going forwards. Better uptake online? Hybrid approach in place at present. Possibility to use large meeting room at the centre room or parish council room? Council looking to update the IT system in large meeting room at the centre to allow hybrid meetings. All Agreed next meeting should be F2F.

Award to collect SB - emailed Aston Tara

Next meeting F2F date 7th October 1pm - book room out(MH on hols that day)

- Close
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Actions

Forms to complete - All outstanding PPG members

Review GP Survey Data - All PPG members

Associated documents:

- <https://digital.nhs.uk/services/nhs-service-finder>
 - <https://www.gp-patient.co.uk/report?w=1&practicecode=C87008>
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