

# PPG - Patient Participation Group Meeting - In Person

## Date

Fri 21 Oct 12:30 - 13:30

## Location

Large Meeting Room 1&2

## Confirmed attendees

Amy Hood, Hayley Wilbourne, Sarah Buckley

## Other Attendees

TF, MG, MH, RW

## Details/Agenda

Welcome by the chair Apologies and membership update Actions from last meetings	
Summary from Rotherham wide PPG Network meeting with the ICS	
Signage in practice – Michael	
Practice Update · Appointments redesign - Telephones/Appointments/DNAs · Vaccinations – Flu · Website · Proposed boundary change	
AOB and agree next meeting	

## Minutes

### Welcome by the chair

- Round room Introductions for new/returning member MG  
Apologies from GD and membership update
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### Apologies from Pat and Dave and Dawn

- Notification of two members stepping back from duty SM and CP
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### Actions from last meetings

- N/A
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### Summary from Rotherham wide PPG Network meeting with the ICS

- Discussion of the Rotherham PPG network meeting which TF and MH attended.
- Only 9 PPG's from Practices attended the 2 hr meeting, felt to be a disappointing number for the whole of Rotherham
- Cost of Living was discussed
- Telephone call boards were discussed as in use by SHC at present
- Opportunity to meet members of other PPG's and share ideas
- Their next meeting to be held at the New York Stadium on the 23rd January and will be a full day event. All are welcome, see TF for details.

### **Signage in practice – Discussion brought forwards by MH**

- Confusion regarding floor signage used for Flu clinics to be readdressed next year, for removal now.
- Notices on the notice boards, walls, stairs and reception Glass was discussed and concluded to be overcrowded and in need of reassessment.
- SB informed some of the signage is contractually obligated and MH proposed this could be sectioned off onto a specific notice board.
- SB proposed for MH and TF to take the lead in assisting to audit and reorganise, this proposal was agreed on.

### **Practice Update**

#### **Appointments redesign - Telephones/Appointments/DNAs**

- As detailed on the Practice website and will be advertised also via the November Newsletter our Practice has signed up to the Accelerate Programme run by NHS England Time for Care Team, see link to full website notice.

<https://swallownesthealthcentre.co.uk/re-design-of-appointment-system-03-10-2022/>

- Aim to redesign appointment system - mention by PPG members of difficulty booking appointments in advance and regarding GP Review appointments. SB - this is part of what is being addressed though the programme.
- Aim to quantify inappropriately booked appointments
- Trial period of new rotas - start date TBC
- Patient questionnaire devised by NHS England Time for Care Team to also go out in November
- Telephone system now averaging at 6-minute wait time
- Telephone message update by Dr Davies, new feature to come into effect that allows patients to leave a voice message for cancelling appointments by selecting option1 thus freeing up appointments and reducing DNA

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- Discussion on being stricter regarding DNA's - still hovering at 4% for us and the PCN as a whole
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### **Vaccinations – Flu**

- 5524 patients vaccinated to date, 4023 here and 1502 by other agencies
  - All eligible adult patients have received 1 invite and most two or more, we are contractually obliged to invite twice
  - Further delivery of 50-64 yr. vaccine next week, whereby we will be booking onto HCA/Nurse afternoons and early mornings as appropriate, no further weekend clinic planned due to staffing and large DNA number at last one of 100 patients
  - Stock left over for Over 65-year-old group which may be offered to other practices that would like to purchase them
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### **Website**

- NHS England have offered to look at website, SB asks PPG members to have a good browse through and offer opinions on the website also
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### **Practice Boundary**

- It has recently come to light that some patients are unable to access community-based support (i.e. phlebotomy/district nurses) due to being over the Sheffield border in the areas of Orgreave and Woodhouse Mill. These are historic patients that we have been unable to remove from practice lists due to ICB policy regarding historic registrations.
  - Another issue regarding the border has recently come to light after a patient complaint to the ICB, this was regarding not being able to register with us. We have been informed that the boundary we have been working off since 2012 is not officially endorsed. Images were shown during the meeting regarding the disputed areas of Orgreave, Woodhouse Mill and part of Todwick. These images will be distributed to the entire PPG by email at a later date.
  - Discussion regarding the Waverley estate and the setbacks occurring to the opening of a GP surgery in this area. Still currently going through council discussions no further update on this at present.
  - Concern cited by committee members regarding multiple new housing being built in the area and speculation about further to come soon. Also, regarding reduced bus services from Todwick.
  - Discussed need for us to make a bid to alter boundary swiftly
  - Some necessary steps needed before we can make a new bid including PPG discussion, collating data, distributing a questionnaire for patients to have their say and obtaining supporting evidence such as requesting the boundary information from CCC.
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### **AOB and agree next meeting**

- All members in attendance agreed that a further meeting to specifically address this issue is needed and has been decided for Friday 4th November via Teams - AH to send out invite swiftly with maps attached for PPG to review prior to meeting.
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## Actions

1. Remove Flu Floor Stickers - AH/HW to liaise with council if not readily removable.
2. MH and TF Signage Audit
3. PPG -to view practice website and offer any opinions on its set up/information able to view etc.
4. SB - to chase date of contract end on website provider - *Email sent to provider 1/11/2022*
5. SB/AH to request information from CCC/district nurses regarding their boundaries - AH emailed D/N 24/10
6. AH to set up next meeting ASAP and include Maps for reviewing prior.