

PPG Meeting 20/01/2023

Date

Fri 20 Jan 12:00 - 13:00

Location

Teams

Confirmed attendees

Hayley Wilbourne, Sarah Buckley

Other Attendees

SB - Practice Manager, AH ,HW, TF - PPG Chairman, GD, PW, GC, RW, DN, RH, MH

Details/Agenda

Welcome by Chair

Apologies

Actions from Last Meeting

1. Proposed Boundary Map - redrawn for approval and poster creation
2. Decide on PPG actions to support application; handing out poll/questionnaire, talking to other patients in foyer with posters etc
3. Decide on practice actions to support application; setting up online poll on website or via sms/email and should a partner/practice manager be present in foyer if we choose that method.
4. Not Boundary Related - Discuss Reception area poster Audit from prior PPG Meeting

AOB

Close

Minutes

Welcome by Chair

Apologies

- MG sent her apologies

- Proposed Boundary Map - redrawn for approval and poster creation - **Partners agree with PPG on the layout of proposed boundary and AJD will discuss with Kiveton Senior partner as this may affect their practice. This also requires discussing at PCN level before proceeding further. SB to discuss updates to this at next partners meeting and inform PPG chairman when we know more. Nothing regarding this has been advertised on the practice website until we have more accurate information to impart to the public.**
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- Decide on PPG actions to support application; handing out poll/questionnaire, talking to other patients in foyer with posters etc - **postponed to next meeting**
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- Decide on practice actions to support application; setting up online poll on website or via sms/email and should a partner/practice manager be present in foyer if we choose that method. - **postponed to next meeting**
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- Winter Pressures -**SB informs the group that the practice has a new report regarding pressures called Opal reporting due to the recent Ambulance/hospital/nurse strikes and general pressures being on the rise in Primary care. A weekly report of staffing/demand and overall situation which will result in a traffic light green, amber, red category being reported to the ICB. Winter pressure extra appointments are still available to book at other surgeries throughout Rotherham and are being actively utilised. TF informs he has had experience of these and was happy with the appointment offered. PW/GC also expressed the opinions that they have not has any issues obtaining appointments or getting though on the phones throughout the winter period. SB informs of recent alteration to the emergency on the day appointment triage system being dropped to the British Medical Association approved threshold a maximum of 40 patients a day. this came about after the surgery reported instances of up to 100 patients on the emergency list in a day prior to Christmas, resulting in unsafe working conditions. This is being carried forwards indefinitely.**
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- Practice Update -
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1. Appointments - **SB informs the group of the new updates to the GP's rotas being put in place after consultation with NHS England and Quality improvement. The rotas will start the last week in January and will be reviewed in a few months to calculate their effectiveness. The main alterations are having fewer on the day slots in favour of pre-bookable (next day, 1 week, 2 weeks etc) appointments as well as more appointments after 4pm. Also we have the return of the pre-pandemic sit and wait emergency appointments for after morning surgery.**

2. Practice Survey - **postponed as Friends and Family one just gone out**

3. Prescription box - **The position of the prescription box has been altered from between the double doors outside to the top of the stairs. This came about due to vandalism, GDPR concerns, urine/stool samples being left inside inappropriately and also after a time management exercise and the push to being a Greener practice by encouraging patients online.**

4. Health Kiosk - **This has not been fully promoted as yet, we have just had privacy screens delivered by the council but advertising/posters etc are as yet to be sorted. The Kiosk offers 18 pathways such as; height, weight, BP, BMI - asthma questionnaires, pill checks, HRT checks and many more functions. PPG queries how this will be run ie; drop in or rota'd system? SB informs we aren't fully sure yet and are working on it in the background, but it is up and running and a few people have ventured its use. SB encourages the PPG members to come and have a trial. RH queries if a security screen that obstructs the view of the touch screen only would be a better solution to the large privacy screens that block the machine completely from view. SB to take on board the suggestion. RH also proposes that the set up/advertising could be a university student project as his company uses and will pass SB the**

information to query possibly signing up to this.

5. Disruptions - **AH informs the group of the recent Cryo spill in the basement resulting in fire engine call out and a small disruption to service. All sorted now and new cryo tank in place.**

Actions from Last Meeting -

1. Posters audit follow up - **MH did a comprehensive walk around, sent the practice a list and today summarised his findings to the group. In short there were too many posters in inappropriate places such as the stair case, covering the glass on the reception desk and too many out of date posters - these have since been reduced and or moved to alternate locations. MH comments he has noticed the alterations and it is looking much better but comments it is unfortunate that we are not able to utilise the TV's due to contract issues as this would have been a good way to get education messages across. MH comments also on the Health and safety issues not fully being addressed and enquires regarding who has ultimate responsibility for this in the building. Whereby SB informs of the 1st floor being rented by us from the counsel. We hold dual responsibility on this level. The rest of the building and grounds being fully under the counsels responsibility due to the nature of this being a multiple occupancy building. SB expresses frustration with being unable to have all issues sorted in anything like a timely manor by our landlords Rotherham Council. It is suggested that a walk round with PPG and SB and building manager could be arranged to try and address some issues. SB to liaise. SB to share MH report with building manger in regards to areas that we cannot alter ourselves.**

2. Website - MG sent feedback on this to TF as she is not present TF took lead in discussion. It was noted that the website front screen has a notice to cancel appointments by email but does not have the new telephone cancelling option on it (select line 1.) - AH to contact website operator to have updated. Comments regarding lack of staff photos, SB informed lack of willingness of GP's part to have their images up, we would not like to try and enforce this. The prescriptions and booking appointments button/link should be the first thing you see on the scrolling front screen rather than the how to cancel image as this is usually the first thing patients want to see - AH to update with website provider.

Comments regarding the general Information section being too random and needs grouping together better. Also about staff roles being a little too in depth. SB invites PPG to make suggestions on alterations.

AOB

TF and MH are going to the Rotherham wide PPG meeting next week and will feed back at next meeting.

Next meeting date TBC

Close

Actions

1. SB to update TF when AJD has had his discussion and then we can arrange the next meeting date.
2. SB to enquire regarding set up of a walk round Health and Safety session with PPG member and building manager.
3. AH to update website
4. Website suggested alterations from PPG.