



Swallownest Health Centre PPG minutes 21/04/2023

Apologies

DN, CB, GC

Attendees

AH, SB, TF, MG, JA, RH, MH, MP, GD, RW, PW

Introduction of new members - MP and JA

Any actions from Last meeting

1. SB to update TF when AJD has had his discussion and then we can arrange the next meeting date. DONE - **Kiveton surgery informed of proposed boundary alterations that affect them and have voiced no concerns.**
2. SB to enquire regarding set up of a walk round Health and Safety session with PPG member and building manager. **MH volunteers to do walk round with SB and Adrian the building manger, SB to contact next time it is arranged. SB emailed RMBC to look/arrange.**
3. AH to update website - DONE - **updates included were the message about the new cancellation phone line and quick links to appointment, prescriptions on front page. Met with general approval all round as most of the PPG members had viewed this and were happy with the look of the website now.**
4. Website suggested alterations from PPG. - **nothing new for today but ongoing for AOB on any meeting going forwards.**

Practice update

- **Staffing**

SB informed group of recent staffing updates. 1 GP has left the NHS and gone to work privately, x2 GP's back off maternity and one new GP due to start in Aug/September all going well with Visa. Receptionists - unfortunately we have had 5 leave since December, SB states primary cause as being verbal abuse and pressure/stress of patient behaviour/manning phone lines.

We will be having more Paramedic and Physician Associates hours from May who do home visits and minor ailments respectively. AH/SB touched on the job

descriptions of these two roles and there was much praise for the Paramedic role in general as several members including our newest member of the PPG -MP had experience of seeing them recently. MG offered to assist SB with connecting to potential additional service regarding paramedics, they will liaise re this together. Also new Mental Health Worker due to start in the Summer.

- **Newsletter email**

Newsletter was sent out to all patients with verified email address this month as a trial, majority of the PPG have received this and were happy with how it came through. JA did not receive it despite having an email on record and noted that several others had commented on local social media forums to say they too hadn't received one, AH to investigate this. Also mentioned was that the newsletter could be better presented with regards to font/conformity and that we should set a maximum page length of 2 pages. General agreement for this. Agreed to add to sign up section on website also.

- **Enhanced access**

SB declared her additional role as a Director on the board of Connect Health Care who operate out of hours appointments across Rotherham. We are pleased to confirm that we will shortly have additional evening appointments in our building on one evening a week between 6.30 and 8.30 with various clinicians - details TBC. Good news for our patients as they will not have to travel as far for out of hours appointments. JA commented about this being quite late and if the building was to be fully open. SB was able to answer this directly as it is a contractual obligation for the PCN and also due to recent vandalism and antisocial behaviours the decision has been taken to operate this Enhanced Access Service via the buzzer/intercom and only open the doors when needed.

- **Health Screening Kiosk**

SB describes the general usage of the Kiosk in Reception waiting room re BP/Height/weight/ health checks. The screens have now been removed after noting Health and Safety issues and that the Kiosk was largely ignored due to being hidden behind the large cumbersome screens. Some discussion among the group about whether screens and/or anti-glare shielding are necessary or not and re confidentiality. The Kiosk is classed as being fully GDPR compliant.

- **Poster audit**

Consensus from the group that the waiting room is much tidier with regards to posters and displays. List of mandatory posters has been created and the Care Co-ordinators will continue to do walk round once a month to keep up to date.

- **DNA's**

As part of the new GP contract surgeries need to look at ways to assist with access, as a practice we have done much on this already last year and have decided to proceed primarily with a review of our DNA policy. As it stands our DNAs are steadily

maintained at 3%, below the national average of 4.6% (data taken from Office for Health Improvement & disparities Fingertips March 2023). RW mentions that this is very good (and general census from the PPG group for this) and that there may be little to gain on this. SB would like to attempt to at least address those patients who are attending or who DNA many times a month and offer support by signposting to Joe our Link Worker for social assistance if needed. Mention of various methods of being able to cancel such as telephone cancellation line/ app/website/email, JA commented would it be feasible to offer rebooking via the voicemail function to assist with this? SB/AH mention that some simple ones are/can be sent links through to rebook via text message such as bloods/clinics or can book online.

- **Discussion re Access as has been in news recently.**

Discussion regarding the recent survey our local member of parliament has put out with regards to GP access and other information on access seen in the news. JA and RW did contact our member of parliament regarding the wording of questions of this but had rather bland responses of no note. Was also invited to local Rother Valley South Community Health Forum meeting but did not attend, we are told he has been re invited for the next. TF and other members of the PPG report having been contacted and courted by local politicians in the start of election season. TF reminds the group that we as the PPG are a non-political entity and to please be cautious.

- **Prescriptions**

There has been some confusion regarding the wording of the recent notice about prescriptions no longer being provided on paper. AH/SB confirm that we need to readdress the wording of the notice to state it only affects Urgent signed green prescriptions for collection on the day (these will now be texted a barcode to take to pharmacy rather than picking up a paper copy) this does not affect in any way the white order forms that can be dropped off into the box in the health Centre. This change came about due to large amounts of last-minute prescription requests especially last thing on a Friday evening and then not being collected at all or many days later therefore not actually being urgent. AH/SB To action the re-wording of the notice.

- **Anti-social Behaviour**

Some discussion then on the recent Anti-social behaviour in day time and the evenings around the building including the smashed front of building glass cladding. Also, several recent fire calls as the alarms were being pulled by youths. Mention of recent incidents of adults found in the building after hours/overnight and the continued issues with youth groups in the foyer and patients being subjected to foul language. Discussion by PPG members who are also on the local parish council/previous members about the CPO (community protection officer) who has now gone but is due to be replaced with we think another officer? It is suggested that SB continues to report such incidents to the police via online form 101 and to compile a list of recent incidents/issues that the PPG can be sent out to the parish council and can be used as documentation for a letter. TF asked for volunteers to

word a letter to the police regarding this PW has volunteered. SB and TF to liaise with PW regarding this. SB to provide details of incidents to support.

Boundary - OUT of TIME – Meeting gone over.

Next meeting date **12th May 1pm – Hybrid meeting for Boundary discussion only**

AOB – no time

Close

Tabled for next Boundary meeting -

- Boundary update
- ~~General recap for benefit of new members~~ - AH did this at end of meeting for two new members only.
- Discussion of questions for poll - online and paper
- Date for PPG to come into surgery and stand with poster of boundary and hand out paper version of poll.
- Reassess date for submission.

Tabled for next PPG Meeting

- Appointment system/booking
- GP presence in building/less patients seen in waiting area.
- Care Navigation/Triaging system

Actions

- Newsletter issues with email and opt out – AH to investigate.
- Re-wording of the prescription's alteration notice – AH/SB
- SB to report vandalism/anti-social behaviours using police online form and SB to compile a list of incidents to share with PW. PW to draft letter.