

PPG Meeting

Date

Fri 08 Dec 2023 13:00 - 14:00

Location

Large Meeting Room

Confirmed attendees

Amy Hood, Joe Rodgers, Hayley Wilbourne, Sarah Buckley

Other Attendees

HW - Care Coordinator AH - Care Coordinator SHB - Practice Manager JR - Social Prescribing Link Worker JW - Connect Healthcare - Rotherham Healthwave TF - Chair RH - Vice Chair SG - Physician Associate JA - PPG Member RW - PPG Member MH - PPG Member

Details/Agenda

Apologies - PW, Sylvia

Agenda:

Rotherham Healthwave - JW

Mental health - DM Apologies

Social Prescriber Link Worker - JR

Building update - TF/SHB

Practice update- SHB & team

Posters update - JA

All other items

Actions From last meeting

1. AH - send survey FFT results out to PPG - sent to TF/RH
2. TF - To invite council (landlords) to next meeting.
3. TF/RH - To word a PPG support letter/email
4. AH to collate information and arrange meeting with Jill re noticeboard - HW taking over now she is back
5. TF send out email re notice board ideas
6. From last meeting - What would the patient service advisors want for patients to say when they ring up? What would be the ideal way for patients to express themselves? - SB to ask our patient service advisors and feedback - table to next meeting

AOB

Date for Next PPG meeting

Close

Minutes

TF thanked everyone for coming relayed the agenda and asked everyone to introduce themselves going round the room.

Connect Healthcare - JW

JW spoke about the Rotherham Healthwave and the different services that are offered - Weight loss, Getting Active, Smoking cessation - [Rotherham Healthwave - Helping Boost Health and Wellness \(connecthealthcarerotherham.co.uk\)](https://connecthealthcarerotherham.co.uk)

JR - Social Prescribing Link Worker role

JR spoke about Link Worker role including dealing with Social aspects including finance, housing and education - [Your Link Worker - Voluntary Action Rotherham \(varotherham.org.uk\)](https://varotherham.org.uk)

Building update.

TF talked about meeting with Councillor Jake Richards and Shadow Health Secretary Wes Streeting about the issues we have relating to the building they said they would try to help things along the way. TF is chasing this.

Talked about basic maintenance not up to standard or completed and has been shown to PPG members. Can we chase SYF&R to issue sanctions re fire doors? Also talked and made people aware of anti- social behaviour that is happening and having to look doors from 5pm. CCTV broken by them outside and removed. Police notified and involved providing support.

Did Not Attend Reduction

Good news over DNA reduction in the last month and is currently at 2%- The practice continue to work to improve this by following our policy, and will remove patients who frequently don't attend appointments.

Posters

Need info on how pts can contact PPG - possible QR code

Some of the PPG meeting next week to discuss and look at poster board

Practice update

No news for boundary update

2 nurses retiring Dec 2023. 2 new nurses starting Jan 2024

New Paramedic starting Jan 2024

Rotherham Health App finishing end of March 2024- Exit strategy being supported by IT.

New Call back facility on phones being introduced - January 2024 date TBC

New lung check available for eligible patients only - more info available on our website - [Targeted Lung Health checks – Swallownest Health Centre](#)

Actions

Get the updated PPG notice board up and running in the new year 2024 - CC's/PPG

Chase council/SYF&R re building maintenance (fire doors etc) - SHB/TF/RH

Target anti-social behaviour with RMBC/Police - SHB/TF/RH