

PPG Annual General Meeting 2025

Date

Wed 30 Apr 19:00 - 20:00

Location

Large Meeting Room

Confirmed attendees

Amy Hood

Other Attendees

KS,AH,CC,FMS,GW,GD,ME,PW,RW,RH,DS,TF Guest speaker K.Smith

Details/Agenda

Patient Participation Group Annual General Meeting

30th April 2025

- Welcome
- Apologies
- Role of the PPG
- Appointment of officials
- New Website
- Extended Access - *presented by Kate Smith of the PCN (Primary Care Network)*
- AOB
- Date of Next Meeting
- Close

Minutes

Patient Participation Group Annual General Meeting

- Welcome - RH the PPG chair makes introductions and welcomes new member ME.

- Apologies - DN

- Role of the PPG - *No members of the public were present as such this was not required*

- Appointment of officials - RH reiterates the reasoning behind moving the AGM back to Spring/Summer instead of late autumn. RH asks the floor for proposals for Chairperson. RW proposes for RH staying in position, GW seconds. No other proposals are presented, vote taken RH has full consensus and remains as Chairperson for 2025. RH asks the floor for proposals for Vice Chair. GW proposes CC remains in position, TF seconds. No other proposals are presented, vote taken CC has full consensus and remains as vice chair for 2025.

- New Website - As requested at sub group meeting QR codes have been removed from the website and replaced with links. KS shows all present the new website using the non live version (for benefit of members who were not at the recent sub group). New blue NHS style colour scheme, disclaimer added to admin requests button as suggested by the PPG. PPG section has now been found and moved to correct area. RH are there any questions or comments on the website? TF suggests the locations of extended access be altered to include the full address of the other surgeries their names. RH could a map pin be added for patients to click on ? KS to query. TF informs could do with working on some of the rendering when using on a mobile as cutting off some text. RH extended access section needs a sentence to explain how to book these appointments. RH comments that overall the group is very pleased at how the website has come out. RH and KS acknowledge the contribution and collaboration of the PPG with the surgery in making this update successful. KS we should be a be going forwards to make minor changes such as monthly updates ourselves although access codes have not been given out to practice staff as yet. After website goes live RH is happy for the group to email him with anything they might find which needs looking at and he will liaise with KS. SD had thought that we had taken off booking appointments online, KS clarifies that only GP appointments were removed (due to incorrect booking) all other appointments that don't require triaging are still available to book online via website or NHS App. Appointments such as your annual reviews, blood tests, medication reviews etc. KS confirms going live 31/04/2025 *later amended to 08/05/2025*.

- Extended Access *presented by Manager of the PCN (Primary Care Network) K.Smith* - What is a PCN? Rother Valley south PCN was set up 7 years ago to help improve local services by providing different types of services that a lone GP surgery would not be able to provide and/or services outside of normal working hours. Our PCN consists of 4 practices Swallownest Health centre (our surgery), Kiveton medical centre, Village surgery (thurcroft) and Dinnington Group Medical Centre (dinnington/anston&woodsetts). Historically funding priority for Extended Access Services was given to central Rotherham, you may recall being offered appointments at places such as Broom lane medical centre, Dalton magna etc. This was a sub contract run by the Federation Connect HealthCare (who also offer such services you may recognise as Rotherham Health Wave, stop smoking, NHS Health checks etc) After a survey taken during recent covid & flu clinics and Macmillan coffee mornings at all of the Rother Valley South Practices (which we thank you the PPG for helping to hand out on the day), it became apparent that patients did not wish to travel so far. The survey which was very successful had 10,500 responses and 2,500 came from Swallownest patients alone. As such when the opportunity came we decided to move these extended access appointments back in house and provide them within our own boundaries. This has enabled us to provide more appointments closer to patients own homes. This started on the 1st march, with extra out of hours appointments available specifically at Swallownest health centre on Wednesday and Friday evenings. Appointments are not yet up to book on the NHS app but this is being looked into as we are aware the old ones were available to book via this method. Types of appointment we now have are GP, Nurse, Physio, Pharmacist, Phlebotomy, and we are looking to expand on this soon. Any Comments and queries? FMS It is good to hear that there are more appointments available at Swallownest but it should be noted that for the other 3 centres it is actually easier to get to Rotherham centre via bus than to get to any of these areas. K.Smith Results from the survey revealed the majority of patients did not want to travel more than 5 miles from their own surgery. FMS reiterates the unreliability of our local bus services. PW Has used the extended access services at Kiveton and was very happy with it. RH when/what times are the services offered across all sites? K.Smith They run Monday-Friday 6.30pm-8.30pm and Sat 8am-5pm. RH how does it work? K.Smith You ring your own surgeries and will be offered you own practice extended access appointment first before being asked to go further afield. The extended access is also run by our own staff so you may begin to recognise the, GP's ,Nurses, Receptionists when coming in. TF how many are not being used? K.Smith As of the 1st week in March usage stands at 96% which is within the ICB regulated target of 95-98%. RH thats 95 % booked in? K.Smith Yes but doesn't account for DNA's. We are happy

to share ongoing data via KS with the PPG. RH/PW/TF state yes would like to have this data to review at further PPG meetings.

• AOB - AH updates that HW's replacement has started SJ an we will introducer her at the next meeting. FMS would like the complaints procedure to be discussed at the next meeting as a topic.

• Date of Next Meeting - Friday 4th July 1pm

• Close

Actions

• Amend Extended access locations to include full addresses of other surgeries being used.

• Query map pin for locations of all surgeries to be added to website

• Query re rendering for mobile view of website

• update wording for how to book extended access appointments