

## **Patient Group Meeting 12<sup>th</sup> November 2013 Minutes**

**Present: HD, GR, MG, EH, KL, JR (patients) TM, SAP, (Practice representatives)**

**Apologies: DR**

### **Minutes of the last meeting**

The minutes of 6<sup>th</sup> August meeting was projected. The minutes had been circulated prior to the meeting inviting comments from the members. 6<sup>th</sup> August minutes were agreed as a true record.

### **Matters Arising**

CQC Visits have started to take place in Rotherham. Practices are told of the date with 2/3 days notice. GR, MG, EH, KL and HD all agreed to participate in our CQC visit if they were available.

Questionnaire GR, HD and KL offered to help with distributing this year's survey.

As a recap the new questionnaire was projected:-

Jayex display board (electronic display in waiting rooms) – SAP and TM had tried to add the running late message to the display board however this has been unsuccessful. Our clinical system supplier are due to come in December for more training so TM will raise this issue with them.

Another patient has suggested a whiteboard might be an easier solution to communicate when surgeries are running late. We discussed this and felt that our reception team would need to remember to update 2 whiteboards, one for each floor and there was some concern about the positioning of the whiteboard and whether patients would look. The electronic display is something patients are used to seeing. This option would be looked at again if we are unable to resolve the message on the electronic display board.

Pharmacy assistants queuing at reception with long queries. – following at meeting with the pharmacy team we have hopefully resolved the issue where the pharmacy assistants were queuing at reception with queries. The pharmacy now sends the Practice a list with any queries therefore if a pharmacy assistant is seen queuing it should be for collection only and should not delay the reception queue, unnecessarily.

### **Feedback from Rotherham Network Patient Group Meeting on 29<sup>th</sup> October (GR)**

GR provided feedback on this meeting. Attendees were split into groups and a discussion was held around the following topics. GR and SAP went to the case management pilot and social prescribing workshops.

- Where people go for follow up appointments
- Self care
- Case management pilot
- Social prescribing
- Hospice at home
- Preventing admissions in the elderly
- Dementia

Case management is a scheme designed to support patients with some pre-determined long term health conditions to live as well as they are able and to prevent unnecessary admissions to hospital. This is a collective approach via a GP and nurses. The GP team will then meet quarterly to discuss patients with wider health professionals. GR identified in our workshop that when other healthcare professionals enter the patients home they need to be aware that they are part of this scheme. The commissioning group had agreed to take this forward.

Social prescribing –is about linking people up to activities in the community that they might benefit from. It's about connecting people to non-medical sources of support and is particularly helpful for the following groups of people:

- vulnerable and at risk groups,
- people with mild to moderate depression and anxiety
- people who are frequent attendees in primary care

### **Appointment of a secretary**

### **Staff and patient Issues**

Patients in the 75+ category are eligible for health checks although we do not routinely write out to patient and invite them in.

hscic – leaflets had been sent to the group as well as a frequently asked question leaflet aimed at patients. SAP confirmed hscic was separate to summary care records.

### **A.O.B**

The complaints patient information leaflet was distributed and feedback was invited for the next meeting or to email/ring SAP with any comments. The group felt it was equally important that the practice received positive comments as well as negative.

GR would like to pass on to the team their thanks for the care her husband DR had recently experienced from the practice.

SAP asked the group if there were any topics they would particularly like to discuss next year in more depth and/or have guest speakers.

BW removed the dead blackbird which was seen on the walkway by one of our group members.

### **Next meetings:-**

Tuesday 11<sup>th</sup> February 2014 at 12 o' clock