

## **Patient Group Meeting 7<sup>th</sup> February 2017 Minutes**

**Present: MG, GR, EH, HD, JC (patients) TM, SAP, (Practice representatives) Kathryn Henderson CCG lay member**

**Apologies: DR**

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

The minutes of the last meeting were agreed.

### **Matters Arising**

No matters arising

### **New PPG member welcomed**

We welcomed our latest member to our group. Our agreement/informal set of rules was felt to be up to date with no amendments required. SAP understood there would be times when mobile contact during the meeting was needed.

### **Kathryn Henderson, new to her post as a lay member for the CCG (Clinical Commissioning Group), joined us for the meeting.**

Kathryn is keen to meet with the PPG's in Rotherham and learn what is important to them. Kathryn explained her role which is to bring an independent view to the CCG, challenge where appropriate and engage with the public to gather their feedback.

Kathryn confirmed that the adverts for these posts, is handled differently by each CCG, some advertise on their website and some in national newspapers.

Kathryn also confirmed, the monthly meetings the CCG holds are open to the public. This is in line with the NHS policy of openness and transparency.

### **Changes to our team**

Dr Kanabar resigned in December, two salaried Drs, one male and one female, remain. In light of the chronic shortage of GPs, the GP Partners at Clifton have decided to recruit an advanced nurse practitioner who will be able to assess, diagnose and treat as patients arise.

The amendment to our summary of our services leaflet was shown to the group which now includes a paragraph explaining to patients how our practice team is changing to try and meet the needs of patients, despite the decline in GPs and nurses. We have also expanded our team to include 2 healthcare assistants, making 3 in total.

### **Feedback**

**F and F Test** – January's comments circulated. No concerns were raised.

### **Rotherham Network Patient Group meeting 6<sup>th</sup> December**

GR and SAP attended this meeting. Kathryn Henderson, new CCG lay member was introduced to the group and we invited Kathryn to our next PPG meeting on 7<sup>th</sup> February.

GR confirmed she attended a PPG meeting at the Stag, in November. GR reported that this group is more active than ours as it has more members, a more formal structure with a secretary, chair etc and has actively raised funds by holding coffee morning with proceeds going to charity and to the group.

### **3. Appointment of a secretary**

#### **4. Staff and patient Issues**

The group would like to see a 'did not attend policy' introduced as a way of trying to manage the patients who repeatedly fail to attend for their appointment. This would also help to increase capacity. Typical figures are between 80 to 96 patients per month for GP's. In real time terms this equates to the loss of 5 to 6 morning surgeries a month.

It is not unusual for a patient to book an appointment on the day and fail to turn up without cancelling.

We do also have an appointment reminder service, however, if a patient does not remember to tell us if they have changed their contact details then they will not receive the reminder.

Agreed this will be raised with the practice team. *Update draft of DNA policy and letters included with these minutes.*

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

**Development of our site** – whilst we do not have a timescale at present, we are anticipating that this work will start this year. We are expecting that traffic on to the site will need to be managed and access for ambulances remains a priority.

Traffic wardens have been issuing tickets to patients and staff, for parking in their designated area. The council lapsed with the monitoring of their car parking spaces and then reintroduced fines without any warning.

#### **Travel vaccination service has been discontinued**

The decision to stop providing travel vaccinations was made by the practice as these services could be delivered elsewhere. This would give more capacity for clinics that are only provided by General Practice such as diabetes, asthma etc.

#### **Overseas Patients requiring access to Healthcare**

British Medical Association (BMA) guidance issued August 2016 stating that anyone regardless of nationality and residential status, including tourists or those from abroad visiting family and friends in England may register and consult with a GP, without charge. At this time the Department of Health and NHS England had not issued clear guidance themselves.

A new group for males who feel isolated is in the process of being established. Start date is 24<sup>th</sup> April, 10am – 2pm at the Garden House, Clifton Park.

Adult recreational exercise equipment, near the walled garden in Clifton Park, is to be installed.

JC reported that the Cruse service in Rotherham has been discontinued so our summary of our services leaflet has been amended to include the national number only. The belief is Rotherham hospice is accepting referrals. SAP to check this out. *Update Rotherham and Barnsley MIND are offering chargeable bereavement workshops 01226 211188/01709 919929.*

#### **Next meetings:-**

Next date agreed Tuesday 9<sup>th</sup> May 2017.