

## Patient Group Meeting 9<sup>th</sup> May 2017 Minutes

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

**Apologies:** DR

### Minutes of the last meeting

The minutes of the last meeting were agreed.

### Matters Arising

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

**Development of our site** – Following our meeting on February 10<sup>th</sup> an article in the local newspaper confirmed the site would be opening autumn 2018.

**CRUSE service** – SAP confirmed the hospice will accept referrals.

**Travel vaccinations** – some pharmacies will offer a travel vaccination service

**New group for males** – unfortunately despite promoting the event no one came along on 24<sup>th</sup> April and a new date has been set for 5<sup>th</sup> June.

### Perfect Locality Team

Julie Barnett and Sarah Cooper introduced themselves to the group and explained the pilot which is working towards delivering a new model of care across Rotherham, using an integrated approach involving social, physical and mental health, to keep people well at home. The pilot has been extended to Dec 2017.

The aims:

- to reduce the number of contacts a patients has with different members of the health care team meaning patients do not have to keep repeating their history
- a more flexible workforce who are skilled across traditional roles so the patient only sees one healthcare professional to deliver their care

The team would like to join our meetings and use us as a focus group for eg a privacy notice needs to be agreed to allow the sharing of patient information across organisations – it was felt our forum would be useful to gain feedback.

MG highlighted that Npower will make a note of people in the community who would be adversely affected by the loss of power. MG agreed to share this paperwork with the locality team.

The locality team felt they would be able to promote the men's group.

### Changes to our team

The group was very disappointed to learn that despite our best efforts RIO has been decommissioned by the Rotherham CCG and Public Health. This means the service we have been currently providing will not exist from July 2017.

Our new pharmacist joins us in July and will be invited to our next meeting to talk about her role.

### Care Navigators

One of our senior receptionists joined us to talk about the changing role of the receptionist by the introduction of care navigators. The practice is currently engaging in this programme, led by Rotherham CCG (clinical commissioning group) which will include workshops and training for our reception teams.

NHS England definition “A person-centred approach that uses signposting and information to help primary care patients move through the health and social care system as smoothly as possible to ensure that unmet needs are met”. Basically it is seen as an enhancement to the receptionist role

as it will extend to include signposting and offering patients more information to help them decide which route they should take.

The aim is to free up GP time and improve patient experience by ensuring patients go to the service that best meet their health needs, faster. The reception teams will be able to offer patients alternative choices, so they can see the most appropriate healthcare professional to meet their needs, which is not necessarily the Dr. Our team already do this for newly pregnant ladies as they are referred directly to the midwife.

When a patient rings up for an appointment the member of the reception team will ask a bit more about the nature of the problem. Initially the signposting role will be around a few core services. Patients would also be told to come back to the practice if their problem is not addressed or treated.

This was felt to be a positive step and patients are still able to say they do not wish to disclose.

### **Feedback**

**F and F Test** – April's comments were discussed. One new area is patients commenting on the change to prescription ordering 'sort out the prescriptions service so the pharmacy can order it for me'. This change i.e. pharmacists no longer able to order on the behalf of patients, was introduced in Oct 2016 by Rotherham CCG, as one area of initiatives to reduce medication waste. This is not something that was in the practice's control and the group was in support to tackling medication waste issues.

Increase in comments regarding RIO.

Online services – Not everyone has the facility to use our online services in our group. Online prescription ordering was felt to be smooth and useful.

Sit and wait – When all of our pre-bookable appointments are taken those patients who still wish to be seen on the day by a Dr are offered the duty emergency Dr. Each Dr varies on how they manage their day and often will ring the patient to decide the best course of action. In an afternoon patients are told to sit and wait.

### **Rotherham Network Patient Group meeting 7<sup>th</sup> March 2017.**

GR attended and Rotherham's integrated and social care plan was discussed. Next meeting is 6<sup>th</sup> June Carlton Park – if you wish to attend please contact Megan Beharall 01709 302114.

Virtual tour of the new emergency & urgent care centre – Saturday 3<sup>rd</sup> June – Names of our PPG members have been sent to Megan Beharall. Please contact Megan on 01709 302114 for any queries.

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

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

DNA policy introduced 1<sup>st</sup> April. A slight grammatical amendment was needed to the notice in the waiting room. We agreed we would look at the early results in October.

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

CQC revisited the practice on 20<sup>th</sup> February to review our actions in relation to the improvements needed in the 'safe' area. CQC having reviewed the changes we made have changed our 'safe' rating to good. Our overall rating remains the same i.e. good.

**Next meetings:-**

Next date agreed Tuesday 10<sup>th</sup> October 2017.