

St Ann's Medical Centre & Clifton Medical Centre
Joint Patient Participation Group
Minutes to meeting 24th September 2019

Attendance – DH - Clifton Joint Practice Manager
RC – Patient Engagement Officer St Ann's Medical Practice
TM – Administrator Clifton Medical Centre
JW – PPG Lead St Ann's Medical Practice

Guest Speakers – CB – Connect Health Care

PPG Members –SP,DP,RM,HD,VG,SB,PD,HM,TM,SH,SH,KD,JC

Update and News from the GP Practice

Noticeboards -

Please let us know if you would like to see anything specific on our noticeboards that you think may be use full. All suggestions are welcome.

Rotherham Health App

To re iterate last PPG meeting

CB from connect healthcare kindly attended the meeting for further clarification on the Rotherham Health App.

The Rotherham Health App can be used alongside Patient Access and Systmonline.

- To apply visit rotherhamhealthapp.co.uk.
- The practice must have proof of your identification for patients to be accepted by the practice.
- Once your request has been approved patients can
 - 1.Book and manage appointments in hours and out of hours.
 - 2.Symptom checker and assess your symptoms
 - 3.View medical record and test results
 4. Manage your medication
 5. You can access your medical record on any mobile device, laptop, tablet, desktop, 24/7

CB explained any technical issues may be reported to them but they will not be able to provide any technical support but can pass any issues on.

As well as booking appointments for your own GP practice the extended hub appointments are also available for patients to book.

Hub Appointments

The hub appointments are available in the evenings and weekends and are normally based at another Medical Centre. These are bookable through reception or via the app. The appointments are in the evenings 6.30pm – 8.30pm and weekends and are especially use full for patients that are unable to access primary care in normal GP working hours.

They hold approximately 132 hours of primary care services including GP and advanced nurse practitioner appointments.

The hubs are currently not being fully utilised with lots of capacity remaining on a regular basis.

At the moment there are no flu vaccine appointments available in the hubs, however this is a forever improving and developing service so who knows in the future.!!!

Questions

1. A question was raised regarding the possibility of having a coffee machine in the waiting room. JW announced this had been mentioned before and that due to Health and Safety reasons this would not be an option to have.

2. What is the Diabetes National Prevention programme also known as DPP – This is to target patients that have not yet being diagnosed with diabetes. It identifies those at high risk and refers them on to a behaviour change programme to concentrate on such things as weight management and becoming more active.

For more information on the programme please email england.ndpp@nhs.net.

Next Meeting: 28th January 2020 at 11.30am Meeting Room St Ann's Surgery

Questions related to Clifton Medical Centre

1. Queues at Flu Clinic held on 14th September 2019

Clifton had offered the shingles vaccination to eligible patients together with the flu vaccination at this year's flu clinic. This was a change from previous years and was to try to increase immunisation rates.

This unfortunately created some delays due to the fact that the shingles vaccination takes longer to prepare.

Despite the problems encountered about over 1000 patients were immunised against flu and 209 immunised against shingles at the clinic.

Clifton have had a post flu clinic meeting to discuss issues raised and it was agreed that shingles vaccination would not be offered at flu clinic in future.

The practice appreciates feedback from patients as it allows procedures and processes to be reviewed.