

St Ann's Medical Centre & Clifton Medical Centre
Joint Patient Participation Group
Minutes to meeting 14th May 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 – JF – Be Cancer Safe
JC – Crossroads- Carers Resilience

PPG Members –

Apologies –

PPG Members – SP, GR, AH, CS, SH, TH, VG.

Welcome and Introductions

Dr JW – Patient Participation Group Lead was in attendance and introduced herself to the rest of the group.

Handouts for the PPG network, Cancer Be Safe, Rotherham Health App,

Update and News from the GP Practice

Car Park – The car parking situation appears to be much better than in previous months. Patients are much more aware of the car parking limitations that ArdPark have in place.

As mentioned and requested in the previous meeting the pot holes in the driveway leading up to the surgeries have been levelled and the metal bar that was sticking out into the patient car park when you exit, has also been removed.

Noticeboards -

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

We discussed the noticeboards having a makeover and segregated into different categories to avoid duplication of information.

Noticeboards are in place for Carers Resilience, Screening, PPG, Safeguarding, Parent and Baby and our own individual noticeboards for St Ann's and Clifton Practice.

A question was raised about the Jayex boards displaying patient's names. Could patients be informed or given the choice of not having their names shown on the board if they choose not to, and to be identified as a number instead. It was mentioned during this discussion that there are occasions when GP's/Nursing staff have no choice but to call the patient in, for example if the Jayex system fails.

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

Tele Dermatology – Dr JW explained the new Tele dermatology referral process St Ann's currently has in place. Soon to be coming to Clifton Medical Centre. This service has been generated a great deal of positive feedback from our patients and has been successful dealing with around 30 patients already since the 30th April.

A patient is passed onto a member of staff that has been trained on the Tele derm process and can either be booked in or be seen almost straight away after seeing your GP/Nurse. This process is used to look at skin conditions or lesions where your practitioner is wanting further re assurance or advice.

Patients are taken to a private room and have 2 members of staff in attendance. Digital pictures are taking of the skin area affected, along with a more detailed microscopic picture. The pictures are then uploaded onto the

software and sent immediately to a specialist dermatologist. We receive a response within 48 hours, however here at St Ann's Medical Practice, we have been receiving a response the same day. The response is passed to your GP and it provides advice on what treatment is needed or if a referral is necessary.

Primary Care Networks – Dr JW explained the Primary Care Network and what this means for our practices. Every practice in the UK is required to be a part of a care network group. Our network consists of St Ann's, Clifton, Market Surgery and Crown Street. As a whole this consists of around 50,000 patients and we look at the services we provide our patients and what improvements can be made. These meetings are in their early stages and we will be able to share more information as this moves forward.

Rotherham Cancer Be Safe - JF was our guest speaker and explained this service to the group. It was set up last year and is commissioned locally by our CCG (Clinical Commissioning Group). The volunteers and employees provide non clinical information and communicate an awareness around cancer screening. JF provided leaflets and posters for the practice and discussed these in more detail.

Crossroads – JC was our guest speaker and explained the Crossroads service. This service is in place to help assist carers who are caring for someone with dementia, hopefully trying to make their journey easier by putting them on the right pathway. A carer can be referred at any point of their caring journey and this is done via the GP. They are allocated a dementia advisor who is trained to provide information on different dementia symptoms and behaviours as well as providing advice on many matters such as legal advice, financial, power of attorney and wills.

St Ann's Medical Centre have arranged for Crossroads to speak to our staff at our next PLT meeting.

Next Meeting: 24th September 2019 at 11.30am Meeting Room St Ann's Surgery