

**St Ann's Medical Centre & Clifton Medical Centre**  
**Joint Patient Participation Group**  
**Minutes to meeting 12<sup>th</sup> February 2019**

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

**PPG Members** – PD, MK, DP, JC, EH, RM, SB, TM, MM, HD

**Apologies** – JW – Patient Participation Lead  
DHR - Business Manager

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

**Welcome and Introductions**

The was our first joint meeting between Clifton Medical Centre and St Ann's Medical Centre. As both surgeries are separate practices we still share many other aspects, such as the building and noticeboards.

As the meeting was successful, it was agreed that moving forward, future PPG meetings will be joint between the two practices.

**Ground Rules** –

We went through ground rules and are welcoming any other suggestions.

During meetings we request attendees to be:

Confidential

Respectful

Non sexist

Non Racist

No Discriminatory comments

Inclusive

Not to judge too quickly

## **Aims and Objectives-**

**The benefits of having a joint meeting** – Able to share more ideas between the two practices

## **Update and News from the GP Practice –**

**Car Park** – Both practices have faced the same issues with the car park and a meeting was held between the surgeries and ARDPark on the 6<sup>th</sup> February.

ARDPark explained that any appeals made to themselves, must be as detailed as possible for the appeal to be considered.

However, there seems to be improvement which may be due to the extra signage that has been placed within the waiting rooms.

- It was mentioned that the pot holes in the driveway to the practice needed levelling. These have already been levelled out on Sunday 10.02.19.
- Can the bollards be removed as you enter the car park?
- Also can the bent metal railing that protrudes into the car park exit be removed?

Both of these items need to be discussed with Rotherham council.

**Noticeboards** - The notice boards within the building are having a makeover and will be a joint effort between Clifton and St Ann's with the help of Shannon, Clifton surgeries Health Care Assistant.

Notice boards that are directly under a blue St Ann's sign or Clifton sign will show information specific to that practice.

All other noticeboards will be shared and have information regarding a variety of topics and services, which will generally stay the same and continue to be kept updated.

Other notice boards will host NHS Campaigns which you may see change more frequently and from month to month.

Separate PPG noticeboards for each surgery will be in view for each practice, and it was agreed that members would prefer to not have their names put on the notice boards for other patients to see.

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

**Hub information** – Denise explained the extended Hubs that are available during the evening between 18.30 and 20.30pm in the evenings and at the weekends. These appointments are based within another GP practice located within the local area.

This service provides GP, Nurse, Health Care Assistant and Physiotherapy appointments out of normal surgery working hours.

This led us into a discussion around care navigation and the importance of reception staff enquiring with patients the nature of their appointment. This is so patients are directed to the most appropriate care depending on their symptoms.

We also discussed that Paramedics are based in the surgeries to help to assist with Home Visits.

Both practices operate with an in house Pharmacist also, dealing with medication reviews and prescriptions. Clifton's Pharmacist also provides a minor ailment service to their patients for more self-limiting conditions.

**DNA appointments** – Clifton surgery shared their information around DNA of appointments. The software used is Apex which provides the practice with statistics such as age group and gender of patients that mostly DNA their appointments. This figure showed the majority, been young males that fail to attend their appointments.

**Group sessions Chronic Disease** – a discussion took place around group sessions for patients with specific chronic disease. Possibility of having a Health Care Professional facilitate the group sessions was discussed. Areas which members felt this may work well for was patients with dementia and carers and patients with respiratory conditions and diabetes.

DH discussed BETSY programme which is managed by Diabetes Specialist Dieticians and Diabetes Specialist Nurses for Rotherham District General Hospital and aims to offer lifestyle advice around Diabetes. Incorporating coffee mornings, managed by PPG members, into this was discussed.

**ACTION: DH to liaise with St Ann's nurses and Diabetes Specialist Nurses to arrange group sessions.**

**Online booking of appointments** – discussion took place around access to appointments online, members felt facility to book online was positive, St Ann's offer facility to book appointments online for nurses, Clifton Medical Centre don't currently offer this facility.

**Telephone Systems** – Clifton PPG members discussed recent problems with telephone system. DH explained that an upgrade had recently taken place which had created problems which were hopefully now resolved. Length of message on Clifton Medical centre telephone system reported to be 9 minutes duration.

**ACTION: DH to check length of message**

**Next Meeting:** 14<sup>th</sup> May 2019 at 11.30am Meeting Room St Ann's Surgery