

## Patient Group Meeting 13<sup>th</sup> February 2018 Minutes

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

**Apologies: DR**

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

The minutes of the last meeting were agreed.

### **Matters Arising**

No matters arising.

### **New member**

Our new member was introduced to the group.

### **Changes to our team**

Dr Hina Kanabar (female) has rejoined the practice and Dr Anj Auckloo (female) has increased her sessions. Denise Hicks (formerly a nurse practitioner) has a new role as a Quality and Governance Manager with the practice. Dr Cleminson is leaving the practice at the end of March, along with Tracey Gardner Nurse Practitioner and Sandra Poore Deputy Manager.

### **Rotherham Network Patient Group meeting 5<sup>th</sup> December 2017.**

JC and SAP represented Clifton at this meeting. It was felt that there was nothing of significance to feedback to the group.

At September's meeting MG and RM had volunteered to review a new leaflet regarding the Rotherham Health Record. Email with the attachment had been received on Monday 12<sup>th</sup> with a week's timescale to respond. SAP agreed to look into the RHR and feedback. *Following the meeting SAP spoken to Helen Wyatt CCG Rotherham wide PPG organiser who acknowledged and apologised for the delay in distributing the leaflet and explained that the short timescale is because from experience those that intend to respond do so within the first 7 days. Below is a brief explanation of each of the 3 terms.*

### **Rotherham Health Record (local sharing)**

Only Rotherham health or care staff involved in directly providing your care will have access to your information in the Rotherham Health Record system. We will not share your information with any third party who is not providing you with care, treatment or support.

### **Summary Care record (England)**

Unless you have opted out, you will already have an SCR if you are registered with a GP in England, as this was initially introduced around 10 years ago. It includes the following basic information:

Medication you are taking

Allergies you suffer from

Any bad reactions to medicines

### **Extended Summary care record**

A recent development means that you can choose to include more information in your SCR such as significant medical history (past and present), information about management of long term conditions, immunisations and patient preferences such as end of life care information, particular care needs and communication preferences.

### **Extended Hours at Wickersley**

Our evening surgery on Tuesday evening will no longer be available from the end of March.

Patients are now able to access routine pre-booked appointments at evenings and weekends:

Broom Lane/Kimberworth Park: Monday – Friday 6:30pm to 8pm  
Broom Lane/Kimberworth Park: Saturday and Sunday 8am to 11 am  
Dinnington Group Practice: Saturday 8am to 11 am.

These are not drop in surgeries, to access you must contact your own GP practice.

### **Summary of our services leaflet**

Prior to the meeting our leaflet had been sent to the group as it included a new section on appointments. The group felt that it was a useful addition to the leaflet. We discussed the merit of producing paper copies, as the leaflet is rather long, however for the time being, we agreed as not everyone has access to the internet, we would continue to give to patients who newly register with the practice.

### **New practice pharmacist**

Judith joined us to give an update on her role, which is to be responsible for medicines management i.e. what is ordered, processed and administered. Judith has started a university course which will enable her to see patients to assess and treat. In time this will help to increase capacity in our appointments system.

It was highlighted that currently there is a range of drugs which are out of stock and alternatives are being offered.

A prescription is valid for six months from the date on the prescription, unless the medicine prescribed contains a controlled drug and then the validity is for 28 days.

### **Feedback**

**F and F Test** – parking at Clifton continues to be commented on by our patients. We are looking at introducing a token system as we are experiencing difficulties with drivers who are not attending the surgery using our car park. It is expected this will escalate once the new college is open in September.

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

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

We are noticing a slow improvement in our DNA rate.

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

GR wished to pass on her thanks to our long term condition team and community nurses.

### **Next meetings:-**

Next date agreed Tuesday 15<sup>th</sup> May 2018.