

## **Patient Group Meeting 15<sup>th</sup> May 2018 Minutes**

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

**Apologies: DR, JC, RM**

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

The minutes of the last meeting were agreed.

### **Matters Arising**

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

CCG informed practices that a campaign has commenced to raise awareness of the Rotherham Health Record, the electronic system for sharing patient health information in a secure way with health and care staff providing direct care in Rotherham. Leaflet enclosed.

#### **Practice pharmacist**

Judith has started to see patients with minor illness type symptoms.

#### **Site car parking**

Parking continues to be an issue, particularly on market days and is likely to worsen when the college is opened. The plans to introduce a parking system are on-going. Consideration is being given to the length of time for the free element before fines are incurred. It was mentioned that buses are not running on Doncaster Gate and had this been brought to our attention by patients.

#### **DNA's**

MG showed an article involving Sheffield practices, where practices in the North of the city were embarking on a campaign to reduce the rates.

#### **Changes to our team**

Denise Hicks (formerly a nurse practitioner) has a new role as a Quality and Governance Manager with the practice. This will be changing again as Denise will replace Sandra Poore and become the Quality and Operations Manager. Tracey Gardner Nurse Practitioner returned to the practice and Dr Ramamoorthy has joined our team of female salaried GP's.

#### **Rotherham Network Patient Group meeting 6<sup>th</sup> March 2018.**

Rotherham Equipment Service – Rotherham hospital are withdrawing from the contract, therefore a new service provider needs to be found. The CCG wants to involve service users in the process so patients have been asked to complete a survey.

Next Rotherham Network meeting is on Tuesday 5<sup>th</sup> June at Carlton Park and Chris Edwards CCG Chief Officer, will be attending. MG raised the ACO's – Accountable Care Organisations and along with the minutes, is some BMA information on them.

#### **Feedback**

Complaints – annual review

9 complaints in total – all involving various members of the clinical team, no one theme.

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

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

Changes to the practice area. We have decided to amend our boundary and we will no longer accept new patients from Hellaby, Ravenfield, Thorpe Hesley, Scholes, Thornhill, Hooton Roberts, Brinsworth. It is felt that these areas are well outside our area and too far to visit.

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

Sandra Poore was thanked by the group for her efforts over the last 6 years.

**Next meetings:-**

Next date agreed Tuesday 9<sup>th</sup> Oct 2018.