

Clifton Medical Centre
Patient Participation Group
Minutes Meeting 28th January 2020

Present: MM, GR, EH, HD, SB, JC (patients)
TM, DH (Practice representatives)

1. Apologies: DR, RM

2. Minutes of the last meeting

The minutes of the last meeting were agreed.

3. Matters Arising

- PPG Members informed of passing of PPG member KD – condolences sent by practice to family.
- Flu clinic letters discussed, some patients who had previously received an invite letter hadn't received one this year
ACTION: DH will check search carried out by practice
- GR informed group that DR would no longer be able to attend meetings, thanks to DR for past participation

4. Changes to our team

- Sarah Hales has joined practice as Minor Illness nurse working full time.
- Catherine Swann has joined practice as Practice Nurse.
- Caroline Rodgers has joined practice as Long Term Condition nurse.
- Judith Wilde, Pharmacist has completed Advanced Clinical Practitioner training.
- Tracey Gardner has completed Advanced Clinical Practitioner training.
- Dr Hina Kanabar is leaving practice to join Woodstock Bower in February 2020.
- The practice have a new GP Trainee joining the practice in February 2020.

5. Rotherham Network Patient Group meeting 26th November 2019

- Minutes of meeting discussed, no feedback from meeting
- DH asked if any issues related to Clifton regarding agenda item 5.2 which refers to practice protocols for taking bloods. No problems reported by PPG members

6. Primary Care Network

- Donna, Social Prescriber, has started working for the PCN and is currently based at Clifton on a Monday and Thursday
- Attique, Pharmacist, has started working for the PCN and is currently based at Clifton on a Tuesday

7. PPG's

- Terms of reference for Clifton PPG discussed and agreed (see attached)
- Issues around attracting and recruiting new members to PPG's was discussed, suggested having an evening meeting in summer months to try to encourage more members, DH to look at options.
- No volunteers for Chairman or Secretary Role.
- The group didn't feel it necessary to have a Treasurer at the present time.
- DH asked whether members preferred minutes to continue being sent by post or email. All present confirmed would prefer minutes to be posted.
- Discussion re continuing joint meetings with St Ann's, members prefers to have separate meetings as feel more beneficial. Agree when speakers booked to have joint meeting with St Ann's.

8. IT

- Practice have had new computers which comply with Windows 10
- MM asked whether new computers may affect calling in screen and option to call patient in by EMIS number rather than name. DH/TM to check system

9. Rotherham App

- App continues to be developed
- SB and HD asked re online access
- JC reported problem where script had been requested to be sent electronically but paper copy had been issued. DH/TM informed group that there had been an EMIS problem recently where paper copies had been generated but shouldn't be a problem going forward

10. Car Parking

- Members asked whether the free parking for some people at NHS car parks which is being introduced from April 2020 applied to GP practices. Currently applied to hospitals only and no charge to park at practice currently but do have two hour no return car parking system in operation.

11. A.O.B

- Member had been advised by ACP to see GP for referral re cataracts, GP had advised no referral needed, can see own GP who can refer directly to ophthalmology. DH to update ACP's.
- SB raised issue of phlebotomist not having appropriate chair at Wickersley surgery. DH to discuss at business meeting and to look into purchasing a chair.
- Members asked who was responsible for maintaining garden areas on site. Advised that currently council responsibility. Members asked whether would be feasible for voluntary groups to maintain garden areas. DH to discuss with caretaker.
- Members asked what age groups are invited for bowel screening, discussed and members advised if outside of age group they can request further testing. Contact numbers can be obtained via bowel screening website.

Next meetings:-

Tuesday 12th May 2020

Tuesday 15th September 2020