

Patient Group Meeting 9th October 2018 Minutes

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

1. Apologies: DR, JC

2. Minutes of the last meeting

The minutes of the last meeting were agreed.

3. Matters Arising

Accountable Care Organisations

Site car parking

New car park management system is in place. Car parking spaces now available for patients. There is a two hour no return policy in place and practice are working with management company to address problems which may arise when patients return for appointment on same day. Community staff are to park in lower car park.

DNA's

DNA policy for practice was clarified as there appeared to be some confusion as to whether initial letter sent to patients after two or three DNA's. Clarified that no letters to be sent to patients until 3 DNA's had registered on the system and confirmed that information on system correct.

Changes to our team

Denise Hicks has replaced Sandra Poore and become the Quality and Operations Manager. Ashleigh Garner has joined the practice as an apprentice receptionist. Tracey Gardner has started Advanced Clinical Practice training; Helen Ireton and Angela Cooke are due to start Advanced Clinical Practice training in January 2019.

Rotherham Network Patient Group meeting 5th June 2018.

MG raised the ACO's and the legal objection which has been raised. BMA information on minutes.

Rotherham Network Patient Group meeting 4th September 2018

Following the meeting on the 4th September 2018 Kath Henderson resigned as Chair of the group. An advert for a replacement has been placed on NHS Jobs.

Supporting PPG's

Issues around attracting and recruiting new members to PPG's was discussed and group suggested that a joint meeting with St Ann's PPG would be useful.

RM has agreed to be buddy for Parkgate Medical Centre.

New PPG Leaflet has been printed by CCG, leaflets distributed to PPG members present. Leaflets to be displayed in waiting areas at Clifton and Wickersley.

Use of MJOG (text messaging service) discussed as a method of recruiting PPG members.

Rotherham Abuse & Counselling Service (RothACS)

Presentation to increase awareness of service, over 50% of referrals received from NHS. RothACS receive 3% funding from NHS, can offer up to 20 sessions and offers a valuable service.

Be Cancer Safe

Project funded by Cancer Alliance until March 2019 and aims to encourage the uptake of screening and raising awareness of signs and symptoms. Group to visit GP practice in October and happy to visit other practices.

Connect Healthcare – GP Hubs

Currently extended hours services provided at Broom Lane, Dinnington and Kimberworth Park

between 6.30pm and 8pm and Saturday and Sunday, with amount of appointments to be increased. Reception staff at own surgery can book appointments in hubs, more training needed. It was felt reception staff needed training on how and when to book appointments and those posters needed improving to make them more eye-catching.

Application (App)

Each CCG has been asked to improve access to primary care by commissioning extra hours and to using technology. Rotherham have commissioned an App which is to be rolled out to all GP practices in Rotherham from September 2018 to January 2019. The App can be used for booking and cancelling appointments, medication lists, reminders, long term conditions and lifestyle advice.

Feedback

Complaints received since last meeting discussed as appropriate. No themes to complaints received.

3. Appointment of a secretary

4. A.O.B

Online access

It has been reported that some patients are experiencing problems with online access. Patients to contact practice if do have any problems with online access, there have been instances where account has needed resetting.

Next meetings:-

Next date agreed Tuesday 12th February 2019.