

Patient Participation Group (PPG)

Minutes of Meeting – Monday 5th August 2019.



ATTENDEES:

Chris Fowler (CF) – Chair
Spencer Oates (SO) – Practice Manager
George Skinner (GS)
Nigel Simpson (NS)
Jennifer Venton (JenV)
David Vickers (New)

APOLOGIES:

Margaret Goddard (explanation offered for long term absence)
Pat Seyboth
Marinel Simpson

AGENDA ITEMS:

1. Welcome and introduction

All members present were welcomed and thanked for their attendance.
New member David Vickers was introduced and further welcomed.
Sue Martin ex PPG may return soon.
Thanks we're given to Marinel for the minutes and Nigel for proof reading.

2. Previous minutes from the PPG meeting held in June 2019

Minutes from previous meeting were agreed to be an accurate reflection of the meeting held on 4th June 2019.

3. Action Items

Area wide PPG Meeting

George offered a synopsis of the last meeting he attended starting with the problem of some people having difficulty with the online health app. Disabled access being difficult distance from drop off again mentioned the grouping of area surgeries and specialists being available at least one of those.

SO informed the group Brinsworth and Whiston Medical Centre were in the process of linking with Stag Medical Centre, Treeton Medical Centre and the Gate Surgery to create a Primary Care Network. This was in its infancy but would provide an excellent starting point to ensure equality

of care for all patients registered with these practices. This does not mean that the practices are merging, but purely a working relationship to share skills and knowledge.

GS went on to talk about how there is a possibility that the Ophthalmology department from Rotherham Hospital may be moved to the Rotherham Community Health Centre. This was only passing information mentioned at the Area Wide PPG Meeting and it was thought that this may only be the outpatient department

GS said the next meeting was 10th September 2019 at Carlton Park Hotel from 2pm and he asked if anyone could attend as he was in holiday.

Garden Area at Whiston Site

This issue was generally resolved but comments were made about the timing of trimming work was a little bit, hit and miss, especially due to their larger contracts possibly taking precedence and the summer growth. The layout and description of Whiston Medical Centre and the garden was explained to David Vickers as he had never attended that site.

GS then mentioned the shabby appearance of the windows that need retreating (hard wood) and that the general exterior needed a check. SO agreed to do a visual inspection then next time he attended the site.

DV asked about any related safety issues

NS suggested a health & safety check of external curtilage: walls, car park, fencing, during the visual. SO agreed he would look at this.

Publicizing the PPG and its members

New updated photographs of PPG members were ready for the public board.

UPDATE: A new space had been found for the PPG to utilise for information and photos. A large display board was in place in the lobby at BMC. Member's photographs will now have a prominent position to help with increased awareness of the PPG and attract more members. Information will be added to the notice board about who, why, when and how the group works along with information such as prominent dates and previous minutes. DV joined the group after seeing a notice in reception and asking the surgery for details.

Queuing system at Whiston

Systems had been selected and a price quoted (check-in and queuing system) and the funding had not been approved. Some problems and amusing anecdotes followed about the current system in particular some name pronunciation.

GS asked whether funding was available via the PCN for this and SO added that the PCN was still in its early days.

New Members

The new online PPG registration form, available from the practice website, had produced some interest with a couple of patients asking to join, but these had not come to fruition when invited to the meeting.

Staff Recruitment

Two new members of reception staff, Emily and Marie had been welcomed to the practice, both of which were employed for 25 hours a week. The plan to up-skill staff members to ensure cross-site working was possible was briefly mentioned. This would ensure a familiar face for patients whichever site they attended, and help with patient education of the practice being 1 surgery, working over 2 sites.

The practice would be welcoming a new GP Registrar, Dr Gopiraj Krishnasamy, very shortly. Dr Siti Ibrahim has now completed her training and moved on to a new adventure in Malaysia.

The practice was currently advertising for a Salaried GP to join the practice.

GS asked about covering weekend appointments. SO indicated that, at present they were not available at the practice, however weekend and evening appointments for GPs, Advanced Nurse Practitioners, Nurses, Healthcare Assistants and Pharmacists were available at various 'hub' locations around Rotherham. These were available to book by contacting reception at Brinsworth and Whiston Medical Centre, or registering for online access. GS added that some hubs are said to be underused but they are available within easy access. SO reiterated that as a practice we always try to offer hub appointments wherever possible.

AOB(Includes items raised and comments received via the suggestion box)

Discussion followed about the slow development of **advanced information technology** in the NHS, especially around the communication between clinical systems used by primary and secondary care. SO said there were some improvements in the pipeline regarding this that would help to improve this level of communication.

DS asked about **online booking for nurses**, SO offered that nurse appointments are not like standard GP appointments in that different reasons for booking would require a different length of appointment time. i.e 10 minutes for a pill check compared with 30 minutes for an asthma review. The online booking systems currently in place (Patient Access or Rotherham Health App) could only offer standard 10 minute appointments at the moment. This was the reason that only GP appointments and some HCA appointments (blood tests, BP and height and weight) were available for online booking.

JenV mentioned continuing problems with a local pharmacy requiring an additional 48 hours after receipt of a **patient's prescription** to have the medication ready for collection. It was reported that this could be due to the introduction of a new automatic robotic arm system taking longer to work.

SO mentioned it was still the plan to organise a meeting with the manager of this pharmacy to look at ways to improve working relationships, as soon as practicable. Other local pharmacies seemed to provide a quicker service.

Discussion followed about the workings of the **online booking system** and the intricacies of how to book with different services, such as the Rotherham Health App and Patient Access. Missed appointments were again mentioned because the volume is still remarkably high, particularly urgent on the day appointments. The practice was aware that the further in advance an appointment was booked the more likely it was to be DNAd. SO sends letters to patients to remind them that DNAs are not acceptable as the missed appointment could have been utilised by another patient who wanted to be seen.

New AOB:

DV asked regarding the **PPG input for CQC inspections**. CF and SO informed DV that the PPG played a part on the day as the CQC would speak to a PPG representative regarding their involvement with the practice. There was currently not an inspection planned and the last one rated the surgery as "Good".

Date of Next PPG meeting: Next meeting scheduled as follows:

Whiston Medical Centre
Monday 7th October 2019 at 14:00