

Patient Participation Group (PPG)

Minutes of Meeting – Monday 2nd December 2019.



ATTENDEES:

Spencer Oates (SO) – Practice Manager
Jan Venkatraman (JanV) – Managing Partner
Jenny Vernon (JenV) – Assistant Practice Manager
David Vickers (DV)
Nigel Simpson (NS)

APOLOGIES:

Chris Fowler (CF) – Chair
Jennifer Venton (JV)
Margaret Goddard (MG)
Pat Seyboth (PS)
Marinel Simpson (MS)

AGENDA ITEMS:

1. Welcome and introduction

All members present were welcomed and thanked for their attendance.

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

Minutes from previous meeting were agreed to be an accurate reflection of the meeting held on 7th October 2019.

3. Agenda Items

Area Wide PPG Meeting

DV asked whether anyone could attend these meetings as he would be very interested in attending. The next meeting is to be held at Carlton Park Hotel on 11th February 2020 and details can be found here: <http://www.rotherhamccg.nhs.uk/ppg.htm>.

Minor Eye Condition Service

SO informed the group that the surgery was working in collaboration with several local opticians to provide the Minor Eye Condition Service, a free NHS service whereby opticians can see patients for minor eye conditions without the need for a GP appointment. The following conditions can be seen under the service.

- Red eye or eyelids

- Dry eye, or gritty and uncomfortable eyes
- Irritation and inflammation of the eye
- Significant recent sticky discharge from the eye or watery eye
- Recently occurring flashes and floaters
- Ingrowing eyelashes
- Recent and sudden loss of vision
- Foreign body in the eye

Several local opticians were participating in this service but the closest ones to the surgery are:

<u>Practice</u>	<u>Address</u>	<u>Telephone Number</u>	<u>Opening Hours</u>
Premier Eye Care Opticians	1 Effingham Square, S65 1AP	01709 379471	Mon-Fri 9-5pm, Sat 9-2pm, Sun closed
Mobile Opticians	Moorgate Crofts Business Centre, S60 2DH	0800 0434261	Mon-Fri 9-5pm, Sat closed, Sun closed
Scrivens Opticians & Hearing Care	5-9 All Saints Square, S60 1PW	01709 382366	Mon-Fri 9-5.30pm, Sat 9-5pm, Sun closed
Vision Express	Unit 3. The Arcade, Meadowhall Centre, S9 1EH	0114 2568899	Mon-Fri 9.30-9pm, Sat 9-8pm, Sun 10.30-5pm
Vision Express	57 High Street, Meadowhall Centre, S9 1EN	0114 2568866	Mon-Fri 10-9pm, Sat 9-8pm, Sun 10.30-5pm

Patients wishing to be seen under this service need to contact their preferred optician and organise a same-day appointment.

The group thought this was a very good idea as it saved clinicians at the surgery more time to concentrate on the more complex patients requiring same day input.

569 Million Reason

SO advised the group that during 2017 the NHS spent £569 million on over the counter (OTC) medicines in England. This money could have been used to support serious and/or long-term conditions. The local Clinical Commissioning Group had therefore provided prescribing guidance to all surgeries in Rotherham regarding no longer providing prescriptions for medicines that can be bought at the pharmacy, supermarket or elsewhere. The surgery had adopted this

stance and clinicians would be recommending that patients buy over the counter medicines for the following conditions:

Minor Conditions - easily treat yourself.

Dandruff	Dermatitis/dry skin
Dry eyes	Earwax
Excessive sweating (Hyperhidrosis)	Hay fever/seasonal rhinitis
Head lice	Mild acne
Insect bites and stings	Mouth ulcers
Nappy rash	Nail infection (fungal)
Ringworm/athletes foot	Teething/mild toothache
Travel sickness	Threadworms
Thrush (oral)	Thrush (vaginal) 16-65yrs
Warts and verrucae	Minor conditions associated with pain, discomfort and fever (e.g. aches and sprains, headaches, period pain and back pain).

Self limiting conditions - should get better on their own

Cold sores (on the lips)	Conjunctivitis (bacterial)
Constipation	Coughs, colds and nasal congestion
Cradle cap	Cystitis (mild)
Haemorrhoids	Infant colic
Sore throat	

Further information regarding the 569 Million Reasons campaign can be found here:

<http://569millionreasons.co.uk/>

Bin shed at Whiston

It was mentioned that the bin shed at Whiston looked untidy and that very often a bin could be seen not securely in the shed. SO advised that previous gardeners had placed garden waste behind the bins in this shed which had reduced the space available to store the bins. SO advised that the practice plan was to remove this garden waste and allow for the secure storage of the bins in this shed. – SO had attended the surgery at a weekend and this had now taken place. Garden waste had been removed and taken to a local recycling plant and the bins were now being stored in their correct location.

Patient Survey

The annual patient survey was due to be undertaken by the surgery. Last years provided excellent feedback on services being provided by the surgery, and allowed for implementation of practice improvements and patient education, including online access campaigns, increasing telephone cover during busy times, increasing patient awareness of hub appointments. The group were asked if anyone had any specific areas/questions they would like to include in the survey this year. DV expressed an interest in dementia care and thought questions in this area may elicit ways in which we could improve access/services for those with dementia and their families.

The group were asked to come up with any suggestions regarding specific questions and let SO or JanV know so these could be considered for the annual patient survey.

Information Screen

The group informed the meeting that whilst the practice had recently included music into the envisage information screen system as a way to further provide confidentiality by masking any sounds from the consultation rooms, this was also masking the sounds from any videos that were playing on the screen. Some of the videos on rotation on the screen contained talking and this was playing whilst the music was on. SO advised he would discuss this with Envisage and try to solve this issue by the next meeting.

SO asked if the group could think of anything else that they feel would be beneficial to display on the information screen.

The following were suggested by the group:

- Hub appointments
- PhysioFirst appointments
- PPG information
- Who is Who at the practice – GP/PA/ PN/HCA etc
- Minor Eye Condition Service

SO would organize this.

AOB

It was mentioned that the **number 73 bus** was no longer running with First Buses. The surgery expressed that it was not sure what it could do as a practice regarding this.

NS mentioned that he had heard about the use of **Paramedics for Home Visits**. JanV explained that this was something that the PCN were in discussions around but nothing had been decided yet, however patients would be informed should this be the case.

It was felt that it may be beneficial to give patients details of **how to get between BMC and WMC** for those patients that were not familiar with one of the sites. This could be added to the website and Facebook. SO would look into this.

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

**Whiston Medical Centre
Monday 3rd February 2020 at 14:00**