

# Patient Participation Group (PPG)



Minutes of Meeting – 3<sup>rd</sup> February 2023

## ATTENDEES:

Spencer Oates – Practice Manager (SLO)  
Chris Fowler – Chair (CF)  
Peter Holmes (PH)  
Christine Lewis (CL)  
Yvonne Bottom (YB)

## APOLOGIES:

## AGENDA ITEMS:

### **1. Posters in Reception**

A member of the PPG group asked whether the posters in the waiting room could be tidied up as there were quite a few on display, and this could be putting patients off from reading them at all. Spencer advised that there were specific posters that needed to be displayed, such as the CQC rating, insurance details and others like these. A discussion ensued around what information would be beneficial to display for patients. It was decided that the information currently on display was appropriate, even though there was a lot of it, it gave patients something to read whilst waiting in the waiting room. Spencer did advise that he would look at the posters on display to make sure that they were all still accurate and in date. This was done after the meeting and posters were updated.

### **2. Reception sign at Whiston.**

A member of the group advised that they still felt it was necessary to have a reception sign in the carpark to point to the entrance as this could be confusing for new patients who do not know the layout of the building, and they could try and enter the building from the emergency exits. Spencer advised he would ensure a poster was put up on the wall outside with an arrow pointing to the reception entrance.

### **3. Teledermatology Service**

A member of the group advised that they had recently been seen at the practice via the teledermatology service and had undergone a really positive service. The teledermatology service is a service set up in Rotherham to enable patients to be seen for dermatoscopic photographs to be taken of any skin lesion for the purpose of the secondary care opinion without the need for a referral to dermatology at the hospital. A clinical history and photographs are sent to the teledermatology service and a response is received back at the practice within, usually within 48 hours. This response offers advice and/or a treatment plan for

the patient, and saves the patient time to diagnosis, as they do not need to go through the secondary care referral process to dermatology, which could previously take months. The PPG thought this was an excellent service and had only heard positive things from patients.

#### **4. Prescription Box at Whiston**

Spencer advised that following the previous meeting he had organized re-repair of the prescription box at Whiston ensuring that the box lid is now functioning properly again. Spencer advised that the lid was previously loose at one side, however this did not affect the security of the prescription box as prescriptions could not be tampered with once they had been put into the box.

#### **5. Staff Update**

Spencer advised that Elisabeth (Physician Associate) had left the practice and taken up a PA post in Manchester. The practice had therefore advertised and recruited 2 Physician Associates to join the team at Brinsworth and Whiston. Shuaib Rauf and Eleanor Baker-Mulhall joined the team in November 2022 and were settling in to their roles really well. They would be consulting with the same day urgent patients and would closely with the clinical team to ensure patients had positive experiences and received a high quality of patient care. Spencer advised the group that the practice also had 2 members of the nursing who were completing further qualifications to expand their skills. Practice Nurse, Holly, was undertaking a Prescribing Course and Smear Qualification, and Tammy (Nurse Associate) was completing her top-up degree to register as a Practice Nurse. The Practice is looking forward to using their newly developed skills to further improve the patient experience and provide more choice when booking appointments for nursing services.

#### **6. Acute Respiratory Infection Clinic**

Spencer informed that group that a new clinic type had been set-up for patients to access as part of the Rotherham Hub services. The Acute Respiratory Infection Clinic (ARI) had been set-up in response to the increasing numbers of patients presenting to practices with symptoms of acute respiratory infections. Appointments would be available at a local hub, Monday to Friday and Saturday and Sunday. A set of guidance was released to the practice in order to allow the reception team to care navigate directly into this clinic. For children this was any child that presented with a fever. For adults this was any patient with a 3 day history of either sore throat, cough or temperature, that does not have any known conditions, such as diabetes or unstable asthma.

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

**Brinsworth Medical Centre  
Friday 14<sup>th</sup> April 2023 at 13:00**