

Patient Participation Group (PPG)

Minutes of Meeting – Monday 3rd June 2019.



ATTENDEES:

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

APOLOGIES:

Margaret Goddard
Pat Seyboth

AGENDA ITEMS:

1. Welcome and introduction

All members present were welcomed and thanked for their attendance.
Chair began with apologies and confirmed with SO that 2 new PPG members from Brinsworth would be joining but were not present today.

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

Minutes from previous meeting were agreed to be an accurate reflection of the meeting held in March 2019.

3. Action Items

Area wide PPG Meeting

GS said the next meeting was tomorrow (4th June) at Carlton park at 2pm Then gave a synopsis of the last meeting he attended. A discussion followed about the new specialist centres to offer a higher level of surgery and transport possibilities for those in need. Further mention was made about a review left for Whiston surgery and it was agreed that things had changed (a recent survey had shown patient's high regard for the practice.) It had been suggested for patients to make their next appointment before leaving the surgery. SO informed the meeting that urgent appointments were always available on the same day and he would like a triage system but this would need further assessment in order to consider implementation.

GS added difficulty getting through to reception to confirm PPG but receptionist didn't know. SO would ensure that reception were aware of the date of the next PPG to as to avoid this confusion for the next meeting.

NS talked about the developing online booking system that allowed patients to select their own time, date and relevant clinician. The new system known as the Rotherham Health App, could be downloaded onto a mobile phone and used for ordering repeat prescriptions, booking appointments and viewing medical records. This also included a symptom checker and links to health advice and information.

CF asked about an update on GP shortages. It was agreed that this was a national problem, partly due to poor management of Brexit and the impact this was having on GP recruitment.

SO added that 25% of all appointments must soon be online and this would help with the problem of phoning in for appointments. e.g. making a follow-up appointment after visiting the surgery can now be done online or by telephone. He continued that patients were still not attending appointments so DNA letters would be sent out to these patients, and the third letter would mean a possible removal from the surgery list. This was concurred as a national problem by GS.

SO explained how the practice as part of a Primary Care Network - local practices joining together to share information and skills, and ensure service equality across the area. This was in its infancy but the practice was confident that this would make a real difference to the patients across all practices involved.

Special Announcement by JB that her wheelchair had been taken away for use by someone in need

Garden Area at Whiston Site

This issue is now resolved and a gardener was in regular attendance at the site.

Publicizing the PPG and its members

Some doubts were raised about the status of the PPG following the group photo being removed from the Whiston site. A second attempt at publicizing the PPG was not successful (Brinsworth magazine).

Update: 2 new members were enrolled and the website had an invitation displayed. (Whiston villager was still used for invitations). It

New photographs of the PPG members had been posted on the practice website and Facebook and were ready for displaying on the public board.

A new space for PPG notices had been found for information and photos. SO asked for help with the notice board. CF suggested photocopying the present PPG logos etc. SO was happy to go ahead with additions and recruitment for PPG.

Queuing system at Whiston

Systems had been selected and a price quoted (check-in and queuing system) and the surgery was waiting for possible funding as this was £7,000.

Update: The funding for this new system was rejected so the practice is looking at alternative ways to fund this system. This new system would help with confidentiality and patient privacy and also to prevent any confusion about patients arriving first, expecting to be seen in arrival order instead of their booked time. This would be an entire patient information system for the waiting room.

New Members

An online registration form for new members has produced interest. Conversation followed about prospects thinking they would have little influence.

Staff Recruitment

The surgery would shortly be recruiting 2 more members of staff to join the reception team. Dr Siti Ibrahim would be leaving the practice in August 2019 as she had come to the end of her GP training and would be taking up a post as a GP at another surgery in Nottingham. We wish her all the best for the future.

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

NS suggested the website could be more user friendly especially for log in, repeat prescriptions and a suggestion tabs. Spencer would look at alternative website suppliers as the current website did not allow the functionality that was being requested. Possibly a new website may be sourced. The practice is awaiting further webmaster advice.

GS mentioned about "Prescriptions online" but these were said to be unreliable in the past. New services were being implemented with the full introduction of Patient Access and the Rotherham Health App which both provided a much more streamlined approach to online prescription ordering.

Jennifer mentioned slow delivery of prescriptions – over a week from a local pharmacy. Pat also mentioned similar problems. SO was aware of these problems and was seeking a solution by discussion with this particular pharmacy.

SO talked about the practice Facebook being updated and utilized to share information and promote services, which was welcomed and a general discussion followed about the intricacies of booking appointments and the length of time spent in consultations.

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

Brinsworth Medical Centre
Monday 5th August 2019 at 14:00