

Patient Participation Group (PPG)



Minutes of Meeting – Monday 7th October 2019.

ATTENDEES:

Chris Fowler (CF) – Chair
Spencer Oates (SO) – Practice Manager
Jennifer Venton (JV)
David Vickers (DV)

APOLOGIES:

Margaret Goddard (explanation offered for long term absence)
Pat Seyboth
Marinel Simpson
Nigel Simpson
Jan Venkatraman (Managing Partner)
Jen Vernon (Assistant Practice Manager)

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 August 2019

Minutes from previous meeting were agreed to be an accurate reflection of the meeting held on 5th August 2019.

3. Agenda Items

Area Wide PPG Meeting

George was not available to provide feedback for the most recent area-wide PPG meeting in September 2019. SO advised he would look to see if the minutes were available online.

Minutes are available at: <http://www.rotherhamccg.nhs.uk/ppg.htm>

Teledermatology

SO informed the meeting that the practice had started to offer a service to its patients known as Teledermatology. This service provided a link between primary care and the secondary care dermatology service. Patients, after seeing a doctor or physician associate could be asked to attend an appointment with Caroline, our Healthcare Assistant to have photos taken of their skin condition with a specialized camera known as a dermatoscope. These photos would then be sent to Consultant Dermatologists for advice and guidance on treatment or management. A

response would then be received by the practice within a much shorter period of time than a traditional referral to dermatology at the hospital.

This saved time for the patient in that they could be started on a treatment/management plan much quicker without the need to wait to see a consultant dermatologist at the hospital.

The practice had received positive feedback from many patients using the service and appointments were available at both Brinsworth and Whiston sites.

Garden Area at Whiston Site

SO advised the meeting that there had been issues with the previous gardener at Whiston, in so much as garden waste had been dumped outside of the practice grounds against a fence, which happened to be a shortcut gate from an elderly local resident's property, who struggled to walk around the estate when leaving her property. The patient attended the surgery to inform us of this and Spencer agreed to remove the garden waste, which was duly completed.

Jan, the Managing Partner was currently looking for a replacement gardener, however given the approaching Winter and reduced grass/plant growth expected, this was rightly deemed not urgent, and the practice would ensure a gardener was organised prior to next Spring.

Gates at Whiston

It was highlighted that the gates at Whiston were still looking shabby and SO explained that Jan had obtained quotes for their repair/replacement from a local ironmonger, who unfortunately was currently unavailable due to long-term sickness, and would contact us when they had returned to work.

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.

Guttering at Whiston

It was advised that during the recent heavy rain the guttering on the left side of the main door had been overflowing. SO advised he would have a look at this as it was more than likely a build-up of debris which could easily be removed.

Booking advanced appointments

It was asked if it was possible for appointments to be available for further than 4 weeks in advance as sometimes patients needed to book further in advance than this. So explained that this was often requested by patients however the practice noticed that when appointments were offered for more than 4 weeks in the future that the number of missed or did-not-attend appointments increased considerably, therefore it was the practice policy to only offer appointments up to a maximum of 4 weeks in advance.

Flu Clinics

SO advised that the surgery had now received the over 65 flu vaccines and clinics were available to book into. Appointments for the under 65 vaccines for those patients who required one were available to book for week commencing 14th October 2019.

AOB

DV asked if he could have a **tour of the building** at Whiston as he was not familiar with the layout. SO and DV had a walk-round after the meeting.

A conversation was held by all members regarding the prescription **turnaround time of Weldricks Pharmacy** from being handed a prescription to the patient being able to walk away with their medication. This very often was taking a very long time with patients having to return to the pharmacy later that day to collect their medication. The pros and cons of their new robotic dispensing machine were discussed in terms of this has actually slowed the system down due to the need of double checking the correct items have been dispensed and the fact that only the robotic arm can work at any single time, whereas multiple dispensers used to be able to pull medications previously.

So advised that Weldricks were looking at dispensing all their NOMADs from a central store in Rotherham to try and help improve this service.

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

Brinsworth Medical Centre
Monday 2nd December 2019 at 14:00