**Patient Participation Group**

**Minutes of meeting held on Tuesday 30th July 2019**

**Venue: Morthen Road Surgery, Wickersley**

**Present:**

Kerry Clay (Finance Manager) David Rhys Jean Hopkinson

Katie Brown (Admin Assistant) Julia Tomlinson Jane Darker Alan Garbett

 **Apologies:** Kate Bielby Clare Southwell

Kerry began the meeting by thanking everyone for taking the time to attend today.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Staffing Changes

Gillian one of our receptionists at Ravenfield is leaving us this week and we have a new receptionist starting shortly at Ravenfield called Emma.

Joanna our Health Care Assistant, (HCA) is undertaking a training programme to become a Nursing Associate. She will still be working here but will also be spending time at University and on placements at hospital. This is a stand-alone role that will bridge the gap between the HCA’s and Nurses.

Karen, our Advanced Nurse Practitioner (ANP), is still with us as a locum.

We also have three other locum ANP’s working for us through an agency. Ruth, Victoria and Firmeda.

Dr Rob Spoczynski is still also working for us.

The surgery is still trying to recruit a salaried new GP.

We now have a Pharmacist, Janet. She will be answering any medication queries and updating patient’s medications from hospital letters. She cannot prescribe but will be having training to do this. She is based on the admin floor and has been provided to us through the Primary Care Network (PCN), she will be with us 2 days per week and with other PCN surgeries the rest of the week. This will free up a lot of the GP’s time.

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Rotherham Health App – Update

We now have some GP appointments available on the Rotherham Health app. Patients also have access to Physio first appointments and available appointments at the various hubs across the borough.

The aim is to have 25% of all our appointments available to book online. We are not at this target just yet but soon will be.

David gave an example of his recent experience looking at the available appointments on the Rotherham Health app compared to available appointments on the patient online access site. There seemed to be a discrepancy in the appointments matching. This will be looked into and feedback provided.

\_­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Primary Care Network (PCN)

Hand-outs given out.

PCN’s are part of the NHS’s long term plan. Practices have been put into groups (networks) to work together sharing resources and providing a wider range of services for patients.

The practice signed up in May.

Each network has a named Clinical Director who is usually a GP. Our Clinical director is Dr Avery from Blythe Road Medical Centre. Each practice is signed up to a network agreement. From April 2021 funding and the responsibility to provide enhanced access will move to the PCN’s.

Each PCN will have approximately 30,000 to 50,000 patients.

Going forward the plan is to have the funding for the PCN’s to share clinical pharmacists, physician associates and paramedics to provide a better service for patients.

Regular PCN meetings are attended by one of our GP’s and the Practice Manager.

More information on the Primary Care Network can be found on the Rotherham CCG website. Also please see the hand-out which has a FAQ section included.

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Zero Tolerance

We are going to be tightening up our zero tolerance policy at the surgeries. We have recently been getting complaints that are unreasonable and feel that we are being too lenient with certain complaints and behaviour from patients. Any patient that is deemed to be breaking our zero tolerance policy will be asked to find another GP practice to register at.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Any other business

Alan will be attending the next CCG PPG meeting and has invited anyone that wishes to attend to go with him.

Jane has very kindly changed the patient waiting room magazines for us today in the surgery.

The foot clinic is now open and they have two allocated car parking spaces which are clearly sign posted. To make more available spaces for patients we have now removed the staff parking spaces. We now have 3 spaces allocated for doctors and the rest are now free spaces to use. Unfortunately we are still experiencing inconsiderate parking at times but this is hard to manage without having a parking warden.

Jean has said that she gets the automated questionnaire text message after every appointment she has at the surgery and has asked if this can be stopped. This is something we can look into and feedback.

Lastly, the GP’s have given the go ahead for us to have a new website. Kerry has been looking into various website options and has found a user friendly website that is now in the process of being designed.

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The meeting was then adjourned.

If anyone has any queries in the meantime please do not hesitate to get in touch.

 *Minutes taken by Katie Brown*