



PATIENT PARTICIPATION GROUP

Minutes of a meeting 4th October 2017 at 6:30pm

Chair: Tim Williams (GP)

Minutes: SO

Members Present: CD, KS, JS, JM, CL, SN, MJK

Apologies: DH

TW opened the meeting by thanking everyone for attending and confirmed group agreement with the content of the minutes from the last meeting.

Apologies were received from DH.

1. NHS Choices Website

After receiving positive feedback from the PPG regarding events they had recently experienced at the surgery the group were reminded that there was a tool by which they could practice reviews. This could be found by searching Sothall Medical Centre at www.nhschoices.net. It was elucidated that Sothall Medical Centre was very grateful for this positive feedback, as sometimes as a surgery, it can become caught up in dealing with the not so positive comments. It was nice to hear that we were doing a good job overall and our patients felt that we were in a much more established place.

2. Seasonal Flu Campaign

Sothall Medical Centre held a drop in session on Saturday 30th September 2017 as part of its 2017/18 flu vaccination campaign. 537 patients were vaccinated on this day. The PPG expressed that they thought it was a great idea and found it was run very efficiently. Some members had attended on the day and were very happy with the experience. They asked if this positive feedback could be passed onto the members of staff who were in attendance on that day. SO has sent a notification around to all staff.

The PPG asked if another Saturday drop-in session had been planned to try and catch the remaining patients who had not yet attended or booked for their flu vaccination. SO informed the group that this could well be a possibility given the success of the first but would assess the situation in a few weeks.

3. Afternoon Blood Tests

It was explained to the PPG that currently the surgery could only provide blood tests during morning clinics as the Sheffield Teaching Hospital Laboratories collected these samples at 1.30pm every day. It isn't advised to allow blood tests to sit overnight for collection the following day, as some tests need to be with the labs within a few hours, otherwise the sample deteriorates and the result becomes useless.

Across the city there are Satellite Hub Clinics provided by 4 GP surgeries. These hubs provided out-of-hours GP, Nurse and HCA appointments on evenings and weekends, and could be booked by the GPs in neighbouring surgeries and the GP Collaborative. One of

these hubs was provided at Woodhouse Medical Centre, and they received a late blood sample collection by Sheffield Teaching Hospitals on the days they provided blood tests in the evening.

We have been in discussion with Woodhouse Medical Centre and have organised a trial late sample collection by Woodhouse Medical Centre on Tuesday 10th October 2017. This would allow us to provide a phlebotomy service to our patients in the afternoon on this day. The plan is to trial this on this day, then evaluate the possibility of providing this service long-term.

4. COPD Clinic

Anna, one of our Healthcare Assistants was just completing her spirometry training and we could therefore start to offer a one-stop appointment for patients with chronic obstructive pulmonary disease (COPD). It was explained that COPD was a chronic lung disease for which patients underwent an annual review. Eligible patients would be offered a 15 minute appointment with Anna for spirometry and then immediately after a further 15 minute appointment with Sharon, our Advanced Nurse Practitioner, for review of the results and condition management.

CD asked about the current annual review process as she felt this may be confusing for some patients.

SO explained that, as a surgery, we are currently in the process of reviewing the chronic disease management system to make it more patient and practice friendly. The nursing team were all undergoing extra extensive training to allow them to take on more complex patients and be able to manage more clinical conditions singly as a team, allowing the GPs to concentrate on the more multifaceted patients that required a higher level of clinical input.

As it stands at the moment we operate a review system whereby patients are called in on their month of birth for an initial appointment with a HCA then for a follow-up appointment and review with the Nurse. The plan is to move towards completing reviews for certain conditions within 1 visit.

5. “When Should I Worry” booklet.

One of our GPs had recently attended an update for Child Safeguarding and had been introduced to a new booklet produced by The Department of Primary Care and Public Health at Cardiff University. This booklet is for parents and deals with common ailments in children who are normally healthy, and offers advice about self-care and when to see a clinician.

We were looking at offering this booklet to new mums at baby clinic and when young children registered with the practice.

The PPG thought this was a good idea, with one member informing us that they would have loved a booklet this when their children were younger.

6. Diabetes Education Sessions, 6 month update.

TW explained that we had been commissioned by NHS Sheffield CCG for 6 months to provide education sessions in collaboration with DiabEasy as 123 and Stop It, Do, It for our patients who have type 2 diabetes.

The group were informed that the aim of these sessions was to help patients become more activated, that is that they increase their knowledge, skills and confidence with managing their own health and wellbeing, and improve their understanding of diabetes.

A Patient Activation Measure questionnaire was used at the first session and then again at the 6th session. This questionnaire was used to calculate an activation score out of 100. The higher the score the more activated a patient was. It was noted that there had been an increase in activation level across all of the patients who had attended these sessions, of up to 25.5%, and therefore, on first impression appear to have been successful. Measures of personal diabetes values would be a more accurate reflection of success. JM explained that he had attended the sessions and at his recent diabetic review all of these values were much better than previous.

Sothall Medical Centre was looking at providing an ongoing programme of education for diabetes. NHS Sheffield CCG were looking at the possibility of rolling out this programme at a neighbourhood level to allow several practices to share the hosting and to allow all their patients to attend.

AOB.

- Look at changing the lunch time telephone message to inform patients when they will be put back through to the surgery. "Reception telephones are closed until....."
- Feedback to Weldricks Pharmacy that a few patients are having to wait a long time after their prescription has been sent for them to be able to collect.
- Look at the SMS system for offering smoking advice. CD had received an offer after quitting years ago.
- Could the display time on the Jayex board be increased when a patient is called in to a clinical room?

There being no further discussions the meeting closed at 19:30.

Next meeting Wednesday 6th December 2017, 18.30 at Sothall Medical Centre.