



## **PATIENT PARTICIPATION GROUP**

### **Minutes of a meeting 6th December 2017 at 6:30pm**

**Chair:** Tim Williams (GP)

**Minutes:** SO

**Members Present:** JA, MF, BF, MK, CL, JS, KS, DH, MT, BT, JM, AF, SN, PH

**Apologies:**

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

#### **1. Update on Care Navigation**

Sothall Medical Centre is moving forward with the introduction of the Care Navigation system. The areas that our reception team will be able to care navigate to are:

- Primary Eyecare Acute Referral Scheme
- Community Pharmacy/Minor Ailments Scheme
- Community Support Worker
- Health Visitors
- Improving Access to Psychological Therapies (IAPT)
- District Nurses

We are hoping to start this process in the next 2 weeks. We were advised by the group to advertise this as much as possible to ensure our patients were kept informed of the incoming changes. It was suggested we make contact with Beighton Community Forum and Beighton Local on Facebook to aid in liaising with our patients.

#### **2. Staff update**

Anna (HCA) has left the practice to pursue a career outside of the healthcare industry.

Hannah (Phlebotomist) is undergoing an intense training programme as a HCA to cover the work of Anna.

Morgan (Receptionist) is being trained as a Phlebotomist.

We have recruited a new Receptionist, Keeley to cover the hours that Morgan will be acting as a Phlebotomist.

We have also recruited a part time Secretary, Sheryl, who will be helping the Secretarial team.

Dr Sarah Yacomeni will be leaving the practice at the end of December and we will be assessing the situation regarding covering her sessions.

Dr Jen Byford will be going on maternity leave towards the end of December and Dr Pip Fisher will be joining us for 4 sessions as a Salaried GP in February 2018.

Dr Tim Williams has reduced the number of sessions he works per week to 4 sessions covering Monday and Tuesday.

#### **3. Diabetes Education Sessions**

We had been in talks with Sonia Willis (Diabetes Education Facilitator) to provide further educational sessions on diabetes. She has agreed to continue the 4 session programme

until 2018. The plan is to offer this programme to the patients of other neighbouring practices, starting with Mosborough Health Centre. The aim is to allow patients registered with other practices in the Neighbourhood to be referred to and attend the Diabetes Education Sessions provided here at Sothall Medical Centre. Sheffield CCG had organised a meeting with Tim and Spencer for an update on how the programme was running with the aim to possibly roll similar programmes out city-wide.

#### **4. Coronary Heart Disease (CHD) Shared Medical Appointments**

Sothall Medical Centre had obtained funding to provide a group session environment for a number of patients with CHD. The aim is to provide education and support in a shared learning environment where our patients can learn from each other regarding their condition and help them to become more self-care aware. These would be starting in January and continuing into February and would run by Sharon (ANP) and Spencer (DPM).

#### **5. Christmas Opening Hours**

The following opening hours will apply over the festive period.

<b>Date</b>	<b>Opening Times</b>
Friday 22nd December 2017	Normal Opening Hours
Monday 25th December 2017 (Christmas Day)	Closed
Tuesday 26th December 2017 (Boxing Day)	Closed
Wednesday 27th December 2017	Normal Opening Hours
Thursday 28th December 2017	Normal Opening Hours
Friday 29th December 2017	Normal Opening Hours
Monday 1st January 2018 (New Year's Day)	Closed
Tuesday 2nd January 2018	Normal Opening Hours

Due to Tuesday 26<sup>th</sup> December being a bank holiday we would not be providing a late night opening on this day. Therefore we are moving our late night opening to Wednesday 27<sup>th</sup> December.

We will also be closed between 12pm and 2pm on Thursday 14<sup>th</sup> December for our Staff Lunch.

#### **AOB.**

##### **a) Online Bookings**

PPG members expressed that they had been unable to book any appointments via our online system, as no appointments were showing as available. SO explained that only a small number of appointments were available for online booking to see a GP, but there should be some available for blood tests. This was not the case. SO would look into this and report back to the group the findings.

##### **b) Shingles vaccines**

One PPG member asked about the eligibility to have the shingles vaccine as they had not yet received this, and had had no invite. SO dealt with this outside of the group the following day as this was a personal matter. This has now been resolved.

**c) Receiving test results over the telephone**

One PPG member raised the issue that they had tried to obtain their blood test values when they contacted the surgery by telephone for their results. They informed us that they had been told they needed to speak to a doctor and to book an appointment. The patient asked for the value of their results and were refused these as they 'needed to book an appointment with a doctor to discuss'. TW and SO assured the group that this was an isolated incident as the reception team were informed that they could inform the patients of the values of their results, but would not be able to explain these, as they were not medically trained. SO would remind reception that they could provide the values if asked to do so.

**d) Telephone Answering Times**

It was highlighted that 2 patients had to attempt to contact the surgery on several occasions before there was call was answered. They have received an engaged tone during this process. SO explained that this was normal procedure as the surgery has 6 incoming lines and when these were being used the next caller would hear the engaged tone. Whilst this must be frustrating for patients it was also the best we could offer at this moment in time. One patient explained that when they contacted the surgery the line rang for a long time before they heard the recorded message. This was not our expectations of the how the telephone system should be working so SO would bring this to the attention of the telephone suppliers and feedback to the group.

It was also explained to the group that the recorded message used at dinnertime would be re-recorded due to the possible confusion surrounding whether the surgery was actually open or not. This would be done asap to reflect the telephone lines being closed but the reception desk being opened during this period.

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

**Next meeting Wednesday 7<sup>th</sup> February 2018, 18.30 at Sothall Medical Centre.**