

SOTHALL MEDICAL CENTRE AND BEIGHTON HEALTH CENTRE
PATIENT PARTICIPATION GROUP

Meeting held on Friday 13 December 2013 at 1.30pm at Sothall Medical Centre.

Chairperson: Dr Tim Williams

Members Present: DR, SR, MF, BF, JS, KS, SS, PC, RC, MK, HC, JW, AF, TH.

Apologies: JA, JA, CD, JW, JW.

Minutes of the last meeting were read and agreed.

Matters Arising

1. Continuity - Dr Williams asked the group if they manage to see the same Doctor, the general consensus of the group was that they had and were happy with this. The group agreed that being able to do this provides continuity for the patients as well as the Doctor and they don't have to start and explain the situation again. Also Dr Williams advised the group re the triage if they needed to be seen by a certain Dr. One of the group suggested that reception staff should mention which Dr is doing triage/ is there a particular Dr you want to see. List on the web site the Dr's skills and also specific days Dr's work.
2. Dr Williams 10 day trip to Uganda – Dr Williams advised the group- that he went with Dr Chris Atkins (a regular Locum Dr to our practice) who has been going to Uganda for 10 years, his wife Sharon and Helen a Community Dietician from Barnsley. Ideally Dr Williams would like to encourage other practices in Sheffield to allow one of their partners to spend a week in Uganda. When GPs volunteer to go and help in Uganda they are able to go and visit patients in the village's etc without assistance and the benefit is that the hospital is then left fully manned. One of the group members asked Dr Williams how do they get drugs and he advised that they are very limited.

Whilst out there they provided training on several different subjects:

- Trained final year nursing student's blood pressure and chronic diseases.
 - Village health volunteers (from the local community) basic hygiene skills.
 - Gave a talk about malnutrition/ nutrition and food.
 - Provided a One day mental health awareness course (post traumatic stress and communication skills) to a group of local church pastors and separately on another day to a group of health care professionals.
3. Early Phlebotomy Appointments – Dr Williams advised the group - We have now extended the early morning phlebotomy appointments at Sothall. Patients can now book in for an early morning blood test appointment on Monday, Wednesday Thursday and Friday mornings with the phlebotomist.
 4. Nurse's appointments Online – Dr Williams advised the group - the practice will possibly look at booking appointments on line for the Nurses in the future.
 5. Patient Survey – Dr Williams advised the group that we need to asked the PPG members how they felt about using the same/similar survey to last time changing some of the questions i.e. put a question in about the Patient participation group and Chronic diseases. The group agreed to this and suggested the surveys to be handed out with the prescriptions/ leave some in the Post Office/ the group also asked if it would be a good time to have the surveys around the Flu Vaccine Sessions. Survey to be done for January for the end of March.
 6. Care Quality Commission – Dr Williams advised the group - The practice has been inspected by the CQC and they were very thorough, we've not had the report yet. Only a few issues – Cleaning schedules.

Any Other Business

7. Sarah from the Medicines Optimisation Team attended the group and gave a talk advising of the benefits of the Optimisation Project. They are a small team of pharmacy technicians experienced in medicines re-ablement, supported by a clinical pharmacist. They visit patients at home and undertake a thorough assessment to identify what the patient's needs are and inform them of any action taken.

The aim of the project is to help patients with their medication. If patients have difficulty swallowing tablets they would look in to this and check if there was any alternatives. Also if the patients are taking a lot of medication they would also check the medication and look to see if this could be reduced. The team are also working with care workers (health and social care) and recording information to see if this service can help reduce the number of calls from carers. The GP's can also refer patients to the Medicines Optimisation Team if they have any concerns over patients not taking medication.

8. Referrals to hospital – one of the group advised it is sometimes too late when being referred and would like to see a consultant as they are more up to date with things. Dr Williams advised every GP has to attend continued learning development courses and have to be re- evaluated. All GP's from here attend training days.

Chronic Diseases – Now managed by the nurses in GP practice (not trained to hospital standard) however, they are very highly trained and if the nurse had any concerns they would go and speak to one of the GPs.

The group agreed they were happy to go ahead with the questionnaires.

Next PPG meeting was agreed for 27 February 2014 however, we have had to re schedule this for Friday 21 February 2014 1.30pm @ Beighton.