

## **Sothall and Beighton Medical Centre**

### **Patient Participation group**

Minutes of meeting Friday 11<sup>th</sup> January 2013

Attendance: Dr Williams, Jackie Ashton, Tom Hendry Medical student, Tracey H [receptionist]... + 13 Patients (Including Sharon Jewkes Health Champion) + Fran (St Lukes Community Fundraiser)

#### **Minutes of last meeting were reviewed: matter arising were:**

- Beighton Update – Dr Williams did a guided tour of the newly refurbished Beighton health centre
- New Registrar & F2 – Dr Kungu will be with us for the next year
- New F2 Dr Wilkinson -Will be with us for a further 2 months – ( now have a new F2)
- Dr Williams advised PPG to use triage service
- Sharon Jewkes – Health Champion – Advised of the Swimming for Health programme running at Eckington Swimming Pool.
- Sister Lorraine Shaw – Gave an overview of the back ground of the 3 Nurses
- Dr Welch Chairing the PPG – the Group offered many thanks for Dr Welch chairing the meetings over the last few years.
- Privacy at reception – Dr Williams & Jackie to take this to the business meeting.
- Group members were asked how the practice may be involved in more community events.

#### **Waiting Post in reception**

- PPG attendants are happy with the waiting post in reception, this helping to provide privacy at the desk.

#### **Health champion Update**

- Sharon Advised of her overwhelming success of the swimming group now having 21/22 attendants and advised they are all willing to contribute to the cost to help keep these sessions going as funding running low. If any one else wishing to join Ponds Forge have offered the pool for free.
- Sharon is also organising a walking group on Friday mornings possibly starting the first Friday in February walking 15 minutes each way - mini bus provided for a small fee – Jackie to look in to the group using the Beighton Health Centre facilities, ie toilets/access to drinks – Jackie has looked in to this matter and I have discussed with Sharon that it would be more beneficial to her to approach the Life Style centre/Beighton Miners welfare and other local venues and this may help to enhance the group and also assist in advertising.
- Sitting down exercises - Sharon asked if there was any possibility that she could have the use of the waiting room during lunchtime for this – Jackie has looked in to this and advised due to the surgery's being closed over the lunch period we are unable to accommodate these sessions.
- Dr Williams suggested that PPG members/Patients might write to the PCT to inform them that the above activities are what people in our community like to do and are benefiting from them. (Sheffield wellbeing Consortium- Sharon to advise of contact name)

## **Patient Survey**

- The only new area of priority suggested by the group was, waiting times for our phlebotomy service. After discussion, it was agreed that we would use the same questionnaire as last year with the addition of a question concerning this additional point. This would allow the group to see how the practice had changed compared to last year.
- It was noted that last year's questionnaire was only completed by a relatively small number of patients. A discussion about how we could increase the number of surveys returned. It was agreed that, in addition to posters and questionnaires available in the waiting areas at both Beighton and Sothall sites and adjoining pharmacies, we would also have them available at the Co-op shop which is local to patients in Beighton. It was agreed that in view of the poor response from email last year that we would not pursue this option this year.
- Survey has to be analysed and published by the end of March and will be discussed at the next PPG meeting to allow feedback and a plan for the following year.

## **Community Fund Raiser For St Lukes**

- Fran the Community Fund Raiser for St Luke's talked to the PPG about her role and gave some insight into St Luke's and the different ways in which the community can help to fund raise, e.g. Coffee mornings. St Luke's would provide free balloons and design literature for the fund raising events - Dr Williams suggested that in addition to fundraising, coffee mornings may well also offer support for patients who have been bereaved. It was left open to the PPG to see if anyone would like to take on organising a local event with the support of St Luke's
- Fran - Brought in a collection box & Pens/Badges & Trolley tokens for St Luke's to display in the surgery. We have donated money raised from the sale of the books in Sothall Surgery £31.34.

## **Any Other Issues**

- Referral to Hospitals – A concern was raised by a PPG member, that GPs maybe being 'paid' not to refer patients to hospital for an opinion. Dr Williams explained that this was not the case. On further discussion, it was established that the reason for not referring in the member's case may well have been due to a lack of awareness of the doctors involved on what was available from hospital specialists in their case. Dr Williams agreed to look at the case in more detail to see whether there was an educational need for the doctors to be made aware of.
- Review's – Dr Williams explained why the nurses are unable to do the reviews also advised that reviews can, in some circumstances, be dealt with on the triage telephone service providing the patient had bloods and BP taken with the nurse prior to speaking to the doctor on triage.
- Appointment System - Jackie explained the system regarding appointments. Patients can attend either Beighton or Sothall to help with continuity of care.
- Triage – Dr Williams explained the benefits of patients using the triage system and how effective this is.

## **Date Of Next Meeting**

Thursday 28<sup>th</sup> February 2013 5pm @ Sothall