



## **Sothall and Beighton Patient Forum**

### **Minutes of a meeting 3<sup>rd</sup> October 2018 at 6:30pm**

**Chair:** Michael Lyall (Practice Manager)

**Minutes:** ML

**Members Present:** CL, JM, RH, SR, DR, KS, JS, JW, TG, TS, DH, PG, CF, CW, MTBH, PH

**Apologies:** CD (leaving the forum), SN Dr TW

ML opened the meeting by thanking everyone for attending and confirmed group agreement with the content of the minutes from the last meeting, and opened up the agenda to anyone else that may have something they would like to discuss

#### **1. Height/Weight Machine for the Waiting Room.**

At a previous Patient Forum meeting regarding easing the workloads of our clinical team, the forum mentioned that it would be a good idea to look at a machine for the waiting room that would measure people's height and weight before going in for their appointments. This would free up some time during review appointments as the clinical staff would already have the information ready to interpret. ML confirmed that the surgery were in the final stages of procuring this machine and anticipated it would be in service within a month

#### **2. Potential guests at the next PPG**

ML has been approached by Lay Representatives on the South Yorkshire and North Trent Royal College of General Practice Faculty they are hoping to raise the profile of patients and patient issues and feel that PPGs are an obvious point of contact for them to gain more information about patient concerns and their contribution to General Practice development, hence their request to attend one of our meetings. Unfortunately they were unable to make this meeting but may attend the next one on 5<sup>th</sup> December (provisionally). Dr Smy overheard the discussion and explained more about the role of the RCGP Faculty, explaining that their meetings are open to everyone and patients are very welcome to attend and contribute. Details of the next RCGP faculty meeting will be distributed to forum members in due course

#### **3. Update and Feedback on Telephone System.**

Previous comments and suggestions regarding improving the telephone access for patients were discussed. ML introduced the Forum to the latest improvement initiative which is being supported by the Sheffield Microsystem Coaching Academy. The aim of the improvement is to reduce peak waiting times by 50% by April 2019. The improvement team have gathered waiting time data from September; the reception staff have met today and developed six improvement themes. All practice staff has voted on the theme they feel will benefit the patients the most and this theme will be implemented for a trial period whilst measuring the impact. The forum was offered the opportunity to vote on these themes too,

the results of their voting was in line with the practice staff. Further similar events will be run until the improvement aim is met

#### **4. New Surgery Wi-Fi**

ML explained that surgery patient and staff WIFI was commissioned by Sheffield CCG to be installed in all surgeries across Sheffield. This should have been completed by the end of March 2018 but has been beset by numerous issues. Our system was installed at the end of August and has unfortunately never actually worked. The company installing the WIFI have been contacted numerous times and have failed to respond. ML informed the forum that he has escalated the issue to the CCG and is awaiting their response

#### **5. Flu Clinics 2018/19**

ML informed the forum that following the great success of the Saturday flu clinic on 29<sup>th</sup> September we are another Saturday flu clinic on 27<sup>th</sup> October. The practice was extremely grateful to the forum volunteers who supported the previous clinic and requested volunteers for the next clinic. DH informed the group how extremely busy the clinic was but also that she enjoyed the day and will support again on 27<sup>th</sup> October

#### **6. Increasing PPG Demographics.**

As discussed at several prior meetings, the forum would benefit from a more diverse demographic, it was suggested that the forum member assisting with the next practice flu clinic (DH) could hand out paper notes with a little information on the Patient Forum and perhaps encourage involvement more proactively. ML agreed to produce some small leaflets / flyers. The patient forum notice board was discussed (still has a title of PPG) one of the forum members has volunteered to look after this board and will hopefully make some improvements later this week, initially changing the title banner

#### **6) Plants in the waiting room.**

At the last meeting JW suggested that we could look at a more solid screen solution with a wall-mounted mirror to allow monitoring of the waiting room. ML explained that almost all surgeries have a similar problem and he has yet to see a workable solution. ML feels the plants would look much better with a little TLC and perhaps re-potted but this was not currently a priority, nobody in the forum volunteered to re-pot the plants but it's on ML's list. ML explained that in his opinion more physical screening than mirrors to counter the screening seems counter intuitive. ML suggested that the waiting room will need a rearrangement once the new height / weight machine is installed and will look at options then

#### **7) Practice staffing and recruitment issues**

ML explained to the forum that the deputy practice manager (SO) has moved on and is now managing a practice in Rotherham, this was an obvious development and the practice wish him the best in this next step in his career. DR Byford will not be returning to the surgery, Dr Monk is also leaving the surgery at the end of October. We have been actively trying to recruit a GP for several months but have not yet been successful. We are however seeing another potential GP next week. ML explained that the recruitment of GP's is a well-documented national issue and the practice will do whatever is required to ensure that the service we provide is the best we can do with their resources available which may well require different ways of working and different types of clinicians providing the service. Forum members asked if we were exploring a larger share of the work being done by ANP's etc. ML confirmed that this could well be one of the options we need to explore when appropriate

#### **8) Beighton branch site**

One forum member asked about why Beighton was closed? ML explained that this had been an ongoing issue for a number of years and that this forum was heavily involved in the discussions and rationale at the time. We still firmly believe that the service we provide now is better overall than it would have been if we were still coping with the many issues and problems that were associated with managing and staffing a branch site. ML suggested that this would be better discussed on an individual basis as the issue had already been closed

#### **9) New Waiting Room Presentation**

At the previous meeting an improved TV 'forum' presentation was discussed. The Forum asked if this had been implemented. ML explained that SO would hopefully have done this but would check and update if necessary. *Post meeting this has been checked and is still to be updated, this will be done the next time there is additional information to add to the presentation*

#### **AOB**

There was no other business to issues raised

There being no further discussions, the meeting closed at 20:10

**Next meeting (provisionally) Wednesday 5<sup>th</sup> December 2018, 18.30 at Sothall Medical Centre.**