

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING HELD ON THURSDAY, 7TH MARCH 2019 AT MALTBY SERVICES CENTRE

Present:

Julie Small, Practice Manager (Chair)

Dr Anne Mellor, GP

Agneta Hopkin, Assistant Practice Manager

Patient: AR

Patient: CP

Patient: CW

Patient: NS

Patient: PS

Patient: VC

Patient: YH

Introduction:

Practice Manager welcomed everyone and gave an overview of the purpose for the meeting.

Objectives:

Practice Manager explained the objectives of the meeting:

- To go through the actions taken on the priority areas agreed at the last meeting
- To seek further views of patients with regard to services provided and suggestions for improvement
- To meet again around July time for updates / set new priorities

Feedback of progress/actions from the PPG meetings last year/General Information:

- Further to the recruitment of Dr Ekladius in December and Dr Ali this week, we have now received the resignation of Dr Bellamy who will retire at the end of April. Dr Ekladius is due to start her 6 months' maternity leave on 15th April so we are seeking GP locums to cover her maternity leave as well as actively looking for a permanent replacement for Dr Bellamy as soon as possible.
- Our experienced respiratory nurse retired at the end of December and one of our HCA's resigned in February. We already have a replacement nurse in post and are in the process of training up a HCA (currently a receptionist), therefore we plan to advertise for a replacement receptionist next week.
- Members asked for a list of our nursing team personnel and their roles – this was created and passed around at the meeting for information.
- Dr Mellor gave an overview of prescribing and related topics and informed members that the Minor Ailment Scheme would be ending shortly in favour of 'Self Care' which is a new scheme where GPs have a list of treatments for conditions for which they are encouraged not to prescribe as the treatments can be purchased over the counter, giving patients more responsibility for their own health. The Minor Ailments Scheme was reported to be a good scheme and discussion was held over concerns that a certain cohort of patients may not wish to pay for treatments over the counter which could in turn result in health consequences if the patient does not buy what is required for their condition.
- Online Services is still below target at 24.7% (our target is 30% by the end of March) despite a lot of promotion by receptionists and through notices in the waiting room etc. Practice Manager informed members of a new 'RotherhamApp' which had been demonstrated at the practice today and looks to be more user friendly and has additional features to the SystmOne Online used for requesting repeat prescriptions, booking of GP appointments etc. The practice will start to promote this in the near future and encourage patients to use this App instead.
- Practice Manager reminded members that there is a Rotherham wide Patient Participation Group which meets periodically if anyone is interested in attending (The Minutes of the last meeting attached for information) and further dates will be circulated when known.
- Members were also informed that very positive feedback is still being received in the Friends and Family Test which is undertaken on a monthly basis.

Feedback from PPG Members:

- Concerns were raised about our Call and Recall system following the report that a patient (not present at the meeting) had received an inappropriate letter regarding a condition which he did not have. Discussion took place on how the Call/Recall System works which can be quite complex, especially for patients on more than one disease management register and it was agreed to look into how this can be improved, possibly by trying to phone more patients and reduce letters being sent out.
- One member reported that her son had received a Mori Survey from the NHS followed by several reminders as the survey had not been returned due to the patient not visiting the surgery for a number of years. This was felt to be inappropriate and a waste of NHS resources. Members were informed that the MORI surveys are not conducted from the surgery and are sent to a random selection of patients for completion. The member has taken this up with NHS England.
- The practice was asked for feedback on the flu campaign this winter. Dr Mellor reported that there had been a lot of Influenza A Strain in young adults especially but that our flu campaign had been generally successful in achieving immunisation above the Rotherham average for the Over 65's and At Risk groups (patients on disease management registers) but slightly under the Rotherham average in pregnant women and young children categories.
- One member asked about levels of uptake for screening campaigns – figures as follows:
 - Breast Screening (females aged 50-70 – 3 yearly) – 79.8% (2.9% above Rotherham average)
 - Bowel Screening (ages 60-29 – past 30 months) – 60.2% (4.4% above Rotherham average)
 - Cervical Screening (females aged 25-64) – 78.1% (2.8% above Rotherham average)
- An issue was raised that some of the tests done at the old Greasbrough Road NHS Walk in Centre had now been relocated to Rotherham Hospital which gave patients an added problem of parking facilities at the hospital whereas Greasbrough Road was much easier to access with free parking. Also the fact that Maltby had just lost the direct bus route to Rotherham hospital was an added problem for patients who cannot drive or prefer to travel by bus.
- The practice was asked about certain referrals from GPs being sent to Sheffield instead of Rotherham. Dr Mellor informed members that some specialties are dealt with at Sheffield (or Doncaster) as 'tertiary centres' if this cannot be managed at Rotherham and also stressed that patients are given a choice of hospital within most specialist referrals.

Practice Manager thanked everyone for their attendance and closed the meeting by informing the group members that a further meeting date would be arranged around July 2019.