

**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING HELD ON THURSDAY, 25TH JULY 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: TP
Patient: VC
Patient: YH

Introduction:

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

Objectives:

Practice Manager explained that the meeting was to keep members of the PPG group informed of recent developments in the practice including changes in GPs; introduction of Primary Care Networks (PCNs) and other general information.

Changes in GPs/future of Manor Field Surgery:

Practice Manager informed members of the following changes since the last PPG meeting:

- Dr Saqib Ali, who joined the practice on 4th March as a Salaried GP, resigned after almost 3 months as he felt he was not suited to the role.
- Dr David Bellamy retired on 30th April after 15 years' service and is wished well in his retirement.
- Dr Rod Kersh joined the practice on 1st June as a Partner in a new role as Consultant Community Geriatrician working 5 sessions per week. Dr Kersh will be looking after the elderly population undertaking the weekly session at Layden Court Care Home and providing sessions in the practice for patients with long term conditions, dementia, frailty etc.
- Dr Nafisa Hussain will be joining the practice as a Salaried GP for 4 sessions per week (Thursdays and Fridays) from 1st August. Dr Hussain has worked in the practice as a locum GP over the past year.
- We have also been approached by another doctor who may be interested in a Salaried GP position with the practice and he will be undertaking some locum sessions during September before a decision is made.
- Dr Phiby Ekladious, GP Partner is still on maternity leave after giving birth to her son in April and will return around November time.

Dr Mellor informed members that the practice is in a much better position regarding GPs than this time last year although the practice is still in discussion with Blyth Road practice and CCG regarding a potential merger at some point in the future as this may benefit both practices in the longer term.

Primary Care Networks (PCN's):

AM gave an overview of the new PCN's which all practices have signed up to in the last few weeks. All GP practices are in geographical based PCNs with populations of around 30,000-50,000 patients, our practice being part of the Maltby/Wickersley PCN. The aim is to provide care in different ways to meet different patient needs and provide a wider range of services though a wider set of staff roles, i.e. first contact physiotherapy, clinical pharmacists, extended access, social prescribing etc.

PPG Member AR had attended the Rotherham wide PPG Group on 4th June and fed back some information to the group from that meeting about the introduction of PCNs. She is unable to attend the next meeting on 10th September and felt that it may be useful if one of the other members could attend in order to feed back at our next meeting in October/November. Members will be sent details of this meeting when they are received from Rotherham CCG in due course.

Other areas discussed:

Online Services/Prescribing

- Members were informed that 25% of all appointments now have to be offered as 'online' to patients. Some members had noticed that there was more availability for online appointments to see a GP.
- There is a new 'RotherhamApp' for online services which was discussed at the last meeting. However, due to some technical problems, this is still not up and running and the practice has to work through some internal processes before this can be promoted to patients. Patients will still have a choice to use either the RotherhamApp or SystmOnline although the RotherhamApp should give patients more information in the way of flowcharts etc. to enable them to make the most appropriate appointment, dependent on their problem/condition.
- Some members mentioned that they are still encountering a few problems with electronic prescribing including repeat dispensing issues and medications being out of sync with each other. Dr Mellor gave an overview of how repeat dispensing works and that the GPs are working hard to try and bring all prescription review dates in line to enable a smoother process for patients.

DNA Rates

- AH showed members a graph indicating DNA rates over the past year. Although there is some fluctuation with the figures peaking around August last year, they have now fallen again and remain quite static. The practice continues to operate a 'DNA Policy' and employs a receptionist to contact patients who repeatedly DNA their appointment without a genuine reason as this puts them at risk of being removed from the practice register.

Shared Care Drug Services

- Members were informed that the practice is no longer involved in the above service since the retirement of Dr Bellamy who was the qualified lead GP for Shared Care and patients can now access this service from Dr Khan in Maltby.

Self-Care

- The practice was asked if it had encountered problems since the introduction of self-care whereby patients now had to purchase some medications which were previously available on prescription. Dr Mellor informed members that this seemed to have been well accepted by patients with no real issues to report.

Next Meeting:

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 October/November 2019.