**Patient Participation Group**

**Minutes of the meeting held on Monday 1st July 2019.**

Present:

Dr Malcolm Venables GP

Sarah Caddick Practice Manager – Chair.

Geoff Lord Patient

Barbara Lord Patient

Mike Austin Patient

Andrew Laird Patient

Margaret May Patient

Sandra Butterworth Patient

Michael Butterworth Patient

Apologies:

Mrs Barbara Wroe

The meeting was opened at 5.00pm by the Chair, Sarah Caddick, Practice Manager, who welcomed the attendees to the meeting.

1. **Minutes of the previous meeting :**

The minutes of the meeting held on the 11th March 2019 were approved as a true record.

1. **Staff Changes since last meeting :**

No practice staff changes. Christelle our Clinical Pharmacist moved to another PCN within Rotherham. We are currently awaiting the CCG to recruit to replace our own PCN.

1. **Appointments System & DNA’s.**

New online appointment are available from today ( 1st July ).

Patients can book same day appointments.

The NHS long term plan states practices need to put 25% of bookable appointments on line.

These appointments can include Nurse appointments and HCA appointments and Blood tests.

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| --- | --- | --- | --- |
| * **Role** | **Period** | **No. of Appointments** | **Time Wasted** |
| **GP** | Mar - May | 104 | 1065 |
| **Nurse** | **Mar - May** | **182** | **2845** |
| **Phlebotomist** | Mar - May | 32 | 320 |

1. **Medication :**

There are Numerous outages due to Brexit.

Medication Reviews - patients can now telephone the surgery on a Friday and book a telephone consultation for following week to review their medication.

1. **Practice Wide PPG Meeting – 4th June 2019.**

Agenda and items for discussion at the meeting attached.



Comments -

LTP gone live.

PCN - Work within localities – our group has 51,610 patients.

Clinical Pharmacist will be funded.

Social Prescribing.

Physiotherapy services - have been accessed by 2 members of the PRG – they report that it is an excellent service.

Extended Services – weekend / evening appointments are currently available via the PCN.

Additional services will be available in the Community via the PCN.

1. **Newsletter :**

Sarah has prepared the latest newsletter which covers the period April to June 2019.



1. **Any other business**
   1. Rotherham Health App – Patients have not been invited at present as there are a few issues with medications etc that need ironing out first. Have you registered? – if you would register and give feedback it would be appreciated.
   2. Diabetic Eye Screening **–** service was going to be pulled from Crown Street due to room dimensions and new criteria, but all resolved so they will continue to attend.
   3. Physio First Appointments – these are available to all Rotherham patients who have musculo-skeletal problems. These are available at various hubs over Rotherham inc. Crown Street. There are some exclusion criteria i.e. must not have seen the GP for the same problem in the previous 2/52, under 18, previous Cancer patient.
   4. PCN discussion - Health Village - Dearne Valley – Crown St / Market / St Anns / Clifton Lane – approx. 50,000 patients
   5. CQC – annual regulatory review via telephone on 6.6.19 as part of new Phase 2 for all practices rated Good or Outstanding
   6. Meeting dates for 2019 – discuss any changes



1. **Date of next meeting:**

Monday 23rd September @ 5pm.