**Patient Participation Group**

**Minutes of the meeting held on Monday 11th March 2019.**

Present :

Dr Malcolm Venables GP

Sarah Caddick Practice Manager – Chair.

Geoff Lord Patient

Barbara Lord Patient

Mike Austin Patient

Andrew Laird Patient

Apologies :

Margaret May Patient

Sandra Butterworth Patient

Michael Butterworth Patient

Barbara Wroe Patient

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 12th November 2018 were approved as a true record.

Updates:

Patient on line – 30.4% of patients have signed up for this service as at end of Feb 19, the national target to 31st March 2019 is 30%, the surgery have already achieved it.

Diabetic Screening – The surgery will once again be offering this service in-house to save patients having to travel to RDGH. Appointments will be offered to the patients by the screening team.

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

Clinical Pharmacist:

Janet Fray left in December due to geographic set up as she attends other practices, she was replaced in January 2019 with Christelle Clinical Pharmacist who is here all day Tuesday’s. Support services offered to the practice will be : Medication reviews & audit work. This will support the GP’s and free up time for them to see more patients.

Physiotherapist:

Appointments are available on Thursday mornings at the surgery, in the 4 hour duration clinic. If patients are unable to attend on a Thursday morning they can access the service at the extended hub sites.

1. **Appointments System.**

Extended access appointments – New hub to be opened beginning of April as part of the Magna Group the sites will either be Wath Health Centre, Highthorn Road Kilnhurst or Valley Health Centre at Dalton.

**DNA’s since last meeting**:

|  |  |  |  |
| --- | --- | --- | --- |
| * **Role** | **Period** | **No. of Appointments** | **Time Wasted** |
| **GP** | Nov - Feb | 110 | 1120 |
| **Nurse** | **Nov - Feb** | **181** | **2860** |
| **Phlebotomist** | Nov - Feb | 45 | 450 |

1. **Medication.**

Controlled Drugs – now go electronically via EPS we were the first of type (FOT) site in England!

As of 4.3.19 all other Rotherham practices have gone live too.

EPS Nominations – admin / reception team are having a big push on pharmacy nominations at present due the CD’s, plus phase 4 will come in at the back end of the year and there will be no FP10’s printed patients will receive a token

1. **Feedback from Practice Wide PPG**.

The Practice wide PPG meeting was held on the 26th February 2019, notes from the meeting and presentation slides attached.



1. **Any other business** :

**Rotherham Health App –** Discuss new pending app which is a free app and can be downloaded by logging onto **rotherhamhealthapp.com**, the app has the same functions as SystmOnline i.e. book appointments, request medication, summary care record, detailed coded access etc. Once you have downloaded the app you can make one appointment then you will have to bring in your ID documents or a member of reception will contact you and vouch for (if the patient is known to the practice). Ask the group to sign up to the app and then we can ask a member of the Substrakt Team to attend our meeting next time to discuss any issues raised.

Date of next meeting: 13th May 2019.

Post meeting : Revised to 1st July 2019.