

Patient Participation Group

Meeting Thursday 9 March 2023

Present at Meeting:

Paul Wilson	-	Group Chair
Jon Finegold	-	Group Vice Chair
Lynn Hardy	-	Group Member
Fiona Boam	-	Group Member (via Zoom)
Jill Hughesman	-	Group Member
Dr J R Holloway	-	GP Partner
Natalie Greenough	-	Acting Practice Manager
Diane Flint	-	Practice Secretary
Ashley Crowson	-	Senior Administrator/Social Media

Apologies

Members of the PCN

Introductions

Due to the Covid pandemic, this was the first face-to-face meeting of the group for some time, so everyone introduced themselves and gave an overview of their time with the Practice and their experience with both the Practice and the PPG.

AGMs

The AGM has been scheduled for Thursday 6 July 2023 at 12.30 p.m. at the Cantley site.

Updates from the Practice

Dr Holloway felt that today's meeting was a good opportunity to relaunch the PPG and establish where we are as a group. It was felt by everyone that we are lucky to have the group members that we have who can meet regularly and promote and help the practice.

Discussion

There was no formal agenda for the meeting, so discussion flowed around various topics.

Jon had noted that the self-check-in machine and TV screens were not working at Cantley. Nat is aware and explained that we are waiting for new machinery and for IT to sort out various software support issues. Patients need to be aware so the information will go on our social media and a note will go on the front door.

Fiona asked if it would be possible for a second reception window to be open at busy times. Nat explained that staff are aware to ask for help from others if a queue is building but she will raise this with the Admin Manager.

A newsletter needs to be issued as it has been some time since the last one. After discussion it was decided it should be no longer than 2 sides of A4 to keep it concise and relevant and it will go on our social media platforms (practice website, Facebook page and Instagram page).

Our social media impact is growing and numbers of followers slowly increasing. Ash updates all platforms regularly with practice news and information regarding a wide range of health issues/support groups/guidance for patients. It was felt that some input from GPs would be popular as patients like the personal touch.

Jill asked if we would provide some information about new clinicians as there have been changes since the last meeting.

Any Other Business

It was decided that the "Happy to Help" sessions at both practice sites should be reinstated. Nat also felt that group members could look at updating the cancer leaflet (a copy is to go on our social media platforms). A PPG noticeboard also needs reinstating at each site for group members to monitor and maintain.

Greener Practice – this is an NHS initiative, and we are aiming for the gold standard. We need to get information to patients about how they can help, for example, letting them know they can recycle old inhalers at a pharmacy. Any other suggestions from group members would be welcome.

Cantley Gala in May – Jon asked if someone from the practice would like to attend to promote the practice and the services offered.

Healthier Practice – Dr Lockwood is the GP lead on this and is looking at a parkrun at Sandall Park in April. She is in talks with DMBC but once a decision is made the information will go on social media platforms. It will be open to all.

General information about the practice – the practice size is currently just under 15,900 patients. Fiona asked what the objective was for the future and Paul asked at what point the buildings would become inadequate. Dr Holloway explained that Cantley could be expanded if we get funding and that we have started using the clinic at Albion Place as a clinical space. We cannot do anything with the buildings at Albion Place. We are always looking at infrastructure but there are no plans to expand currently.

Prescribing – Lynn asked what work was being done around getting people off prescribed medications and encouraging over-the-counter purchasing. Dr Holloway discussed the work that is ongoing around opiates such as Tramadol due to their addictive nature and danger of abuse. We are also looking at medications that people have been on for a long time such as Paracetamol and anti-histamines. This then led to discussion around electronic prescribing. Nat explained the change in Doncaster where patients now wait 7 days from order to delivery of repeat medications, but acute issues go straight to the pharmacy. GPs can send them directly but there is a slight delay with registrars as they go into a bank. There can also be a delay in the pharmacy taking the request off the computer and pharmacy branches

work differently. If an item is needed urgently the GP can print off a token for the patient to take to a pharmacy who will scan the barcode and dispense the item.

Extra meeting – group members will meet again in about a month’s time for discussion about the items raised today.

Close of Meeting

It was felt that the meeting was positive with plenty of things to work on for the future.

Action

Responsibility

To make patients aware that self-check-in is not working

Ash – social media and note for door.

Second reception window at busy times

Nat to raise with Admin Manager.

Newsletter

Dr Holloway and Jon will meet to discuss content.

GP input on social media platforms

Ash to liaise with GPs.

“Meet the Nurses” board

Nat

Happy to Help sessions

Group members to let practice know when they will be coming in so ID badges and clipboards can be handed out.

Greener practice

Group members to come to us with any more ideas how patients can help.

Cantley Gala

Practice staff to consider.

Parkrun

Dr Lockwood to liaise with Ash once decision made.

PPG noticeboards

Practice to provide and members to keep up to date and relevant.

Extra meeting

Group members to decide on a date.