

THE BURNS PRACTICE

PATIENT PARTICIPATION GROUP MEETING

TUESDAY 3 MARCH 2020 AT 12.30 P.M. AT CANTLEY

Practice Members present:

Dr S Park – GP Partner
Natalie Greenough – Asst. Practice Manager
Diane Flint – Secretary

PPG Members present:

Paul Wilson - Chair
Jon Finegold – Vice Chair
Roni Chapman
Lynn Hardy
Gwenyth Derry
Jill Hughesman
Barbara Bell

Apologies:

Julie Morgan
Patricia Preece
Geoffrey Payne

Welcome and Introductions

Paul welcomed everyone to the meeting and thanked them for being able to attend.

Agenda Items

Minutes of the Last Meeting

The minutes were passed as a true record and are therefore to be published on the practice website. There were no matters arising from the previous meeting.

Feedback from Happy to Help sessions – A few group members had attended Happy to Help sessions since the last meeting and the feedback from patients is almost all very positive. Lynn says the patients she spoke to were very happy with the Practice and those with limited mobility would be keen to attend a social club rather than a walking or gardening club. However, some did say that they experienced difficulty getting through to the practice on the telephone. Lynn also said that some patients were put off from speaking to her when she had the clipboard with the questionnaire. The other group members felt that, if necessary, the sessions could be more informal and that it was not necessary to use the clipboard. Lynn had been asked by some parents if it would be possible for them to access their children's records online. Natalie advised that it is possible and that the parents need to complete a form. She also advised that this access stops once the child reaches the age of 16 years. Lynn also asked why there were no online appointments available to book in the afternoon. Dr Park explained that these appointments were kept for the on-call GP to book. Jon advised that quite a lot of patients took newsletters home with them in the sessions that he did but again some had experienced difficulties getting through to the Practice on the telephone. He feels that the sessions are a good way to explain to patients that the Practice offers access to a whole raft of other medical information and specialties, for example, our Pharmacist. Dr Park advised that Yoti has just started working with the Practice and is helping us with our nursing and residential home patients and doing medication reviews. He also advised that she will be having ongoing training to expand her job role.

The Practice is employing 2 salaried GPs as Dr De Silva has left to undertake some expedition work before taking on a more permanent role overseas. Dr Joanne Summerscales joins us on 6 April 2020. She previously worked with us as a medical student and a GP registrar. Dr Greg Bingham joins us in June having done a couple of locum sessions here. They will both be working 3 days a week.

As the Practice grows it means that patients cannot always see the same GP but Paul feels that patients are now getting used to the new GPs and are beginning to build up relationships with them. Jill mentioned that some patients with multiple medical conditions do like to see the same GP to ensure continuity but Dr Park advised that record keeping is now much better due to computer coding.

Sessions to promote online services – when Paul and Jon attend Happy to Help sessions they show patients how to register for online services using their own login details (without showing any personal data). Paul asked which other group members would be happy to give some training, possibly in pairs. Members will decide and let him know. The Practice will ensure that the form that patients need to complete to register for online services is available.

Network meetings – Jon attended the most recent meeting held on 28 February 2020 and gave out an information sheet about what was discussed. Firefly was on the agenda and he gave leaflets to group members. There was also a presentation from Primary Care Doncaster about On the Day appointments and First2Physio. Dr Park explained how the Practice uses First2Physio in that our admin staff are not expected to triage patients. Instead this is done by the GPs and if onward referral is appropriate they ask a member of the admin team to contact the patient to book it.

Defibrillator update – Jon is waiting to hear from the staff at the garage about Fire Service approval for installation of the defibrillator next to the cash machine. Once approval is given, Jon will approach local companies for funding towards the cost of buying the cabinet and a new battery.

Social activities – walking club/gardening club – it was discussed that these might start once the weather is warmer. Dr Park had some information from Doncaster Rovers Football Club called FIT ROVERS. This is a free 12-week course that both men and women can join. It is already being promoted by the Practice and it was felt that if the PPG walking club was not successful the group could direct patients to FIT ROVERS instead. There were concerns among group members about having a garden at the back of the Cantley site due to possible theft and vandalism. It was also felt that it would be too great a responsibility for group members. There are several gardening groups already set up in the area. It was therefore felt that the above information should be included in the next newsletter. This then led to discussion about the Social Prescribing team. We have our own social prescribers attached to the Practice and it was felt that it would be very useful for group members to meet with them to get information on local groups and services. Group members will therefore decide on possible dates for an interim meeting in late March/early April and Natalie can liaise with Social Prescribing to arrange for them to attend. Gwenyth advised that a speaker from the Falls Group at Tickhill Road Hospital had attended the local church recently and had passed on valuable information about safety in the home and what to do to try to prevent falls. This had been very well received.

Macmillan Coffee Mornings – the next one is due to take place in September. Paul has all the information and will apply for a fund raising pack nearer the time. This will be discussed in more detail at the next meeting.

Any Other Business

Coronavirus – Paul asked Dr Park for the latest information. He advised that we should follow the advice from the Department of Health regarding hygiene, coughing and sneezing. Natalie advised that we have a protocol in place at the Practice and there is information on our website and Facebook page.

Primary Care Network Meeting 26 March 2020 – this is to be held at Rutland House and is about the services offered by our network, 4Doncaster. Jon asked what the Practice's representation is within the network. Dr Park advised that we will not be sharing staff but aim to jointly employ some staff, for example, a physiotherapist.

Hubs – Barbara asked if we were making use of the hubs which have been set up around Doncaster. Dr Park and Natalie advised that, due to their out-of-town locations (Mexborough and Askern etc) our patients are not keen to attend.

Facetime consultations – Lynn asked if Facetime consultations would be a possibility for those patients unable to access the Practice due to working away. Dr Park advised that these were not possible for the majority of consultations because almost every illness/problem would need to be seen by a doctor for a clinical decision to be made. He advised that they would only work for psychological issues.

Nurse appointments – Natalie advised that there is a nurse working alongside a GP on 1 Saturday morning each month.

Action Points

Action to be taken:

Responsibility:

Dates for online services training

All PPG members

Interim meeting with Social Prescribing

All PPG members and
Natalie

Date of next meeting:

**Annual General Meeting to be held on Tuesday 9
June 2020 at 12.30 p.m. at Cantley**