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Patient Participation Group Minutes				
Date/Time	Tuesday 4 th July 2023 at 12:30			
Venue	Scawsby Health Centre			
Attendees	Shelley Wyman (Reception Lead & PPG Champion)	SW	Darren Malyon	DM
	Lisa Cook (Care Co-ordinator, Primary Care Network)	LC	Patrick Leslie	PL
	Nikki Errington (Practice Manager)	NE	Suzanne Wass	SWa
	Dr Rehman	VR	Anthony Connolly	AC
	Emma Fenwick (Primary Care Network)	EF	Cynthia Connolly	CC
	David Stacey	DS	Rhoda Job	RJ
Apologies	Jonathon Glover	JG	Kay Cooper	KC
	Jane Nightingale	JN	Nicola Marsden	NM
	Mary Sadler	MS	Joanne Waterhouse	JW
	Kevin Grace	KG	Stacey Speedie	SS
	Pauline Warrender	PW		

REF	AGENDA	LEAD			
1	Welcome	Introduce everyone	SW		
2	Discuss appointments	<p>We are now following the NHS England guidelines with appointments. We have two doctors and two advanced nurse practitioners. The open surgery is no longer available to see a GP or Advanced Nurse practitioner and is now booked appointments only. We offer telephone appointments Monday – Friday 9-6pm and on Mondays we do enhance appointments 6:30-8:00pm. For face-to-face appointments they are available Monday - Friday at Scawsby and Tuesdays, Wednesdays & Fridays at Arksey Lane Surgery.</p> <p>We do offer pre-bookable appointments which can be booked normally within a two-week time frame.</p> <p>VR explained the reasons for not having the open surgery (*)</p>	SW VR NE		
3	Opening Times	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;">Scawsby Health Centre Monday 8-8pm Tuesday to Friday 8-6pm</td> <td style="width: 50%; border: none;">Arksey lane Surgery Monday to Friday 8:30-12noon</td> </tr> </table>	Scawsby Health Centre Monday 8-8pm Tuesday to Friday 8-6pm	Arksey lane Surgery Monday to Friday 8:30-12noon	SW
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4	Enhanced Access	<p>EF explained that the North PCN surgeries run their own enhanced appointments. Scawsby are on Monday nights where appointments are available for GP, ANP (Advance Nurse Practitioners), Nurses 6:30pm-8:00pm.</p> <p>Discussions have taken place about a possible hub site, so that all North Doncaster Practices could share Enhanced Access Resources and appointments. This will be discussed further on configuration day.</p>	EF		

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5	Care Navigation	<p>Reception staff are now Care Navigators who can refer to alternative professionals, not just GP or ANP or Nurse. We can make appointments for Podiatry, Physio, Pharmacist, Mental Health Nurse. Appointments for the physio are held at park view Surgery all others are held at Scawsby. We can also refer to the Pharmacy who are able to treat minor ailments.</p> <p>NE & SW explained that patients can send non urgent requests via e-mail to the practice on: syicb-doncaster.doncaster.scawsbyhc@nhs.net also, non-urgent request can be sent via the e-consort link on the website, Florey link. https://florey accurx.com/p/c86032 where patients can submit a new request for an admin query (Doctor's letter, Fit note, questions about referrals, repeat prescription, test results) or medical issue (description and photo option available).</p> <p>Our Care Navigators are trained to distribute to the appropriate professional, to receive the most timely and efficient solution for the patients. For example, should the enquiry be regarding a skin condition our Care navigators may send patients a Florey link, so that they can send in a photograph. The photograph will be shown to a GP or Clinician who when appropriate may ask the patient to attend a teledermmy appointment with our nurses Gill or Kate etc.</p>	SW
6	Discuss last meeting	*Discussed appointments and Dr Rehman has covered this.	SW LC
7	Social media	We have now set up a Facebook page and updated our website. We share info related to patients and the Practice, Health Awareness Campaigns, local community events. All 7 of the Patients in attendance of the PPG meeting stated that they did not use social media. Therefore, it was discussed that to spread the word to those not on social media screens in the waiting rooms would be a useful tool. NE & LC to look into funding for screens, to be set up in both practice reception areas, so that information can be displayed in Practice. If funding is not available, we may look to put an event on to raise funds to cover the screen costs. LC happy to create and regularly update a Power Point presentation or similar should the screens be put in place.	NE LC
8	Charity Events	<p>5 members of staff did the Race for Life and raised £520. Next the team are looking to do something regarding Dementia, tbc.</p> <p>We are going to try and get in on some craft fairs and advertise awareness and to explain the other professionals that patients may be referred to instead of having an appointment with their GP.</p>	SW LC
9	Friends & Family	<p>Patient feedback questionnaires - when a patient has had a face-to-face appointment and have a mobile number they are asked for their feedback. April results showed 93.7% (59 responses) good or very good May results showed 91.5% (43 responses) good or very good. RJ asked what % of responses returned/Total number of F&F were requested. LC to check the data and report back the findings. LC Confirmed</p>	LC

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		that the responses are completely anonymous, unless the patient chooses to identify themselves via the info they provide.	
10	Veterans Text	LC explained that we are updating the records so we can offer the appropriate help if a patient is a veteran. We share any Veteran Events on our social media and website. We understand that this has caused confusion for some patients in particular those from the older generation who feared it was a scam. The practice will be mindful of this for any future bulk texts.	LC
11	PPG Notice Board	We now have a board to advertise the PPG and is accessible for patient to read the minutes of the meetings. SW is updating the notice board at Bentley. The one at Scawsby is up and posters are on. This will be updated regularly. All were shocked to see June's 'Did Not Attend Appointments' figures. Doctor 14 & Nurses 45. SW confirmed this did NOT include failed telephone appointments.	SW
12	Discuss Further meetings	Going to arrange the next meeting for September 2023. Date tbc.	ALL
13	AOB	SWa from Jackdaw Wood introduced herself and her role in the community. She explained that she is a trained Counsellor and works with PFG and other local groups (including teens). SW will provide the practice with information to share which would work well alongside Social Prescribing and Be Well. SW is going to message craft fayres and see if we can have a table to raise awareness of the growing alternative professionals that patients can be referred to. RB felt that some parts of the community are not aware of self-care and would like to raise awareness of steps people can take to treat minor ailments without approaching their GP practice. LC to look into creating a simple guide to share in reception areas and on social media, however NE explained nonclinical have to be mindful that they cannot make clinical recommendations. LC will therefore seek approval from a GP when a guide has been drafted. LC Explained the PCN Community Forum and asked if any Scawsby PPG members would like to join so that they can become part of a community who can share their experiences, knowledge or lived experience with others. RJ (Self-care & eating) & DM (obesity stigma & dyslexia) put themselves forward and have given LC permission to contact them at a later date to discuss Health Promotion.	SW

*VR explained why Open Practice will NOT be returning. Unfortunately, times have changed, and we would not be able to secure a GP who would be willing to do Open Practice, due to unsafe practice. In the past GP were in such demand at open practice that GPs were not able to provide patients with the sufficient time required which is deemed unsafe practice.