

PCS Practice North Darnall
Minutes of the Patient Participation Group Meeting

held on
25th April 2023 – 11:00 – 12.00
Meeting Room – North Darnall

Present:	
Michelle Town	Support Manager, North Darnall Practice
Kiz Haigh	Head of Primary Care, PCS Practices
4 patient members, 1 member on teams	PPG Members

	ITEM	Action
1.	Welcome and Apologies	
	No apologies were received Michelle and Kiz welcomed members	
2.	Previous Minutes and Actions	
	<p>Previous minutes reviewed and actions updated.</p> <p>One member said one letter can be sent to them as they live together. Use second class stamp if posting.</p> <p>Michelle has been working with the reception team and they have been encouraging patients to attend covid vaccination clinics.</p> <p>The group discussed ordering prescriptions and using the online service which reception team are encouraging. The group was pleased with the progress</p>	
3.	Practice Update	
	<p>Michelle gave an update about practice services.</p> <p>DNA DNA policy was in place and talked through the details. Patients thought it was a good idea, a patient asked if DNA's were recorded in the record, yes. Kiz reiterated that any action would only be in agreement with the Lead GP too.</p> <p>Covid Covid infection control measures have been relaxed. We don't have to wear masks in the practice or social distance any longer, there is no more testing. A patient asked if they would be invited for the Spring booster. Kiz explained the spring booster eligibility which is for people over 75 years, those in care homes or housebound and those 5 years or over with a weakened immune system.</p>	

4.	Staff	
	<p>Health Care Assistant - There is a new HCA starting in the middle of June.</p> <p>Dr Townsend – Has fitted in well with the practice and is very popular with the patients.</p> <p>Paramedics – are also available on Tuesdays and do home visits, however they don't see children under 2 years old.</p> <p>Nurse – Is away from the practice at the moment and we are backfilling with locum nurses to ensure we offer nurse appointments in the practice. Appointments are also available at the Primary Care Centre Hub.</p> <p>Receptionist – An experienced receptionist is transferring from another PCS practice, and is starting mid-June</p>	
5.	Items raised by patients	
	<p>A patient mentioned a time when the practice was closed unexpectedly. Kiz explained this was probably the day that all GP practices were affected by an I.T outage. The practice followed the contingency protocol and continued to operate from Darnall Primary Care Centre, notices were put up in the surgery.</p> <p>A patient provided feedback that they had a problem with a blood pressure tablet and spoke to the receptionist who was really helpful and gave the patient confidence that it was going to be resolved. Action: Michelle will feedback to reception team at the next practice meeting.</p> <p>A patient provided feedback that had used the new stoma service and it took six days to get the prescription rather than a few weeks on the old system. The new service was also discussed at the Sheffield Stoma Associate meeting. All very positive from patients and suppliers alike. Action: Michelle will feedback to reception team.</p> <p>A patient asked how we could make the group more inclusive. It was noted that it was the lowest attendance to date. The group considered changing the time of the meeting to allow working people to attend. It was suggested that the group could invite others, also patients that we know well could be invited and ask them to share in their communities. Action: Kiz asked the group to give it some thought and feedback any ideas</p>	<p>MT</p> <p>MT</p> <p>All</p>
6.	A.O.B	
	<p>Kiz gave an overview of the changes to the GP contract and explained there is a big focus on access. The group considered several points, a patient suggested finding ways so patients can book their own appointments without the need to</p>	

	<p>speak to reception. For example routine nurse appointments.</p> <p>Kiz asked if any potential changes could be emailed to the group for their thoughts and opinions. The group agreed. Kiz also asked if it was ok to email the group, highlighting that the group would see each other's email addresses, the group agreed this.</p>	
7.	Confirm process for meetings and sharing information	
	<p>All agreed that minutes will be added to the website and will include the date of the next meeting. Paper copies will be available in reception for anyone without internet access</p> <p>If you would like to add any agenda items, please contact Michelle.</p>	
8.	Date of next meeting	
	<p>The group agreed to change the day and time of next meeting.</p> <p>Wednesday 26th July 12.00 to 13.00 and to offer meeting on Teams as well as in person</p>	
10	Closing of meeting	
	Michelle thanked everyone for attending.	