

CHAPELFIELD MEDICAL CENTRE

Mayflower Way Wombwell Barnsley S73 0AJ

PATIENT PARTICIPATION GROUP MINUTES

Tuesday 18th February 2020 at 2.00pm

1.	<u>Welcome and Introductions:</u> JP, CH, GLG, MG, JB and MT
2.	<u>Apologies:</u> Apologies noted.
3.	<u>Minutes of Last Meeting / Matters Arising:</u> Members were given a copy of the minutes from the last meeting to read and were also made aware that they are available on the website to access at any time.
4.	<u>Role of Chair and Secretary for the next meeting:</u> JP Role of Chair GLG Secretary taking minutes.
5.	<u>Email addresses for members</u> JP has ensured that she has got all members' email addresses for when they need to be contacted.
6.	<u>PPG Notice Board ? ideas:</u> - Members need to do this Discussion regarding the notice board needing updating. The board needs to be brighter and be more colourful, to attract patient's attention with updated information on. JB stated that her daughter works in graphic design so could help with some of the designing. It was discussed that it would be a good idea to advertise for new PPG members. Patients should be made aware that they are welcome to join the committee to discuss any ideas,

	<p>issues or suggestions that could improve the Practice (non clinical), come along and voice opinions etc. AB will also update the website to advertise the same on there too.</p> <p>JB asked if information regarding Coronavirus information needed to go on the notice board. CH informed everyone that the Practice already has procedures in place for this, the information is also on the website.</p> <p>MT asked if it would be a good idea to put information on about patient's popping into the Pharmacy to seek advice from a Pharmacist, JP said that this is already on the website too and we also have a leaflet that we can provide to help for more information.</p>
7.	<p><u>Friends & Family Forms (from Website)</u></p> <p>JP explained that these are recommendations from patients stating whether they would recommend the Practice to Friends and Family. There were mixed reviews, mainly good. The biggest issue was trying to get through to the Surgery by telephone to book an appointment. On one particular incident, the patient gave their details so JP was able to contact the patient and offer an appointment. It was discussed that issues can be resolved, if a patient phoned and needed an urgent appointment we would not turn them away, he would always make sure they get the urgent medical attention that they need. Everyone agreed that the appointment system has improved, it can be an issue but can also be resolved if patients would persevere. We have 4 GP's now and we are a nurse led practice with Advance Nurse Practitioners that specialise in chronic diseases which actually help to free up GP urgent, same day appointments.</p> <p>Some of the friends and family forms were very good and patients were extremely likely to recommend the Practice to others.</p>
8.	<p><u>Doctor Link</u></p> <p>This is a new service which is compulsory for all GP Surgeries. It is a service where you get an app on a smart phone or computer and you go through a series of questions. It also signposts patients to the most appropriate service ie seek over the counter medicine, Homecare, Pharmacy, GP Service, OOH, 111 or Accident and Emergency. There will be a link on the website to access Doctor Link. You can also order prescriptions through this service too.</p>

9.	<p><u>NHS 111 Booking Slots</u></p> <p>JP informed members about the new 111 slot booking. There are 3 GP/ANP appointment slots per day available to 111 so that they can book into them direct. Patients will ring 111 and the call will be triaged, if they feel that they need to see a GP/ANP then the slots will be used. An issue was raised about what if all of the slots were full, JP stated that we would accommodate if the appointment was urgent for the same day.</p>
10.	<p><u>Retirement</u></p> <p>JP informed members of Dr Mistry's retirement at the end of June. All members said that they will be very sad to see him go but wish him well in his retirement. They also asked if he will be replaced. It was discussed that we will be looking for a new GP to join the practice.</p>
11.	<p><u>Date for next PPG Meeting:</u></p> <p>May 2020 – JP to let members know exact date.</p>
12.	<p><u>Any Other Business:</u></p> <p>It was discussed that another Macmillan Cake and Bun Sale would be an idea. JB suggested that it would be nice to use of the space of (Dr Bell's old Surgery's side) as it is more private. Everyone agreed that this would be a good idea. CH to get a package and look at possible dates.</p>

Meeting ended.