**MINUTES OF THE MEETING OF THE PATIENT PARTICIPATION GROUP**

**Held on Tuesday 26th June 2018 at 4.00pm**

**At Woodstock Bower Surgery**

PRESENT: Bernadette Conway - Practice Business Manager

Brian Allott – Patient Kay Bacon – Patient

Kathy Hollyhead – Patient Pat Michael - Patient

Apologies: Val Wickson

**Recent CQC inspection**  The full report has now been received and is overall “Good”

**Text messaging service –** This service is now available on MJOG app which needs to be downloaded on your phone , the normal txt reminders not done through the app will soon be switched off.

**Staffing –** the new ANP Nicola has not been in touch so not sure what is happening.

The practice is now the Employing Authority for the NHS pilot of employing pharmacists within practices for Rotherham. Whilst there have been many applications only 2 have been deemed suitable so far

**Care & Navigation procedure**. Continues but some patients are still unhappy about discussing their problems with receptionists.

**Rotherham Health Record** Still some uncertainty about “implied consent” for sharing of records.

**Appointments** Hoping to soon have 10 phone lines available but some must be retained for outgoing calls only.

**On-Line Appointments** – Still no ANPS listed, otherwise acceptable. Some complained that there had been very little availability but quite a few are dedicated to on line, they just go very quickly

**Telephone Consultations.**  Telephone triage has proved to be unsuccessful as over 70% of the patients are then asked to attend practice. However certain issues are being handled over the phone successfully such as certain med reviews .

**Prescriptions**  NHS England continues to add to its list of over the counter medicines which should no longer be prescribed in surgery. It appears however that some local GPs are still prescribing. This goes live in October this year .

**Reception** All agreed that service is now very good. PPG group stated how pleased they were with the service from reception and telephonists

**Walk in Surgery** Plans to introduce a morning walk in surgery were unsuccessful due to issues that would occur if we had a shortage of clinicians and how it could be managed in this situation .

**Triage App.** BC demonstrated the new on line self help app which it is hoped to introduce in the future. All were impressed and felt that it could lead to less appointments being made.

**Patient Access System** A number of unfavourable commentswere made about the new system especially not being able to tell whether a repeat prescription request had actually been accepted.

Noted that this is a national system which cannot be easily changed.

**Rotherham PPG Network**  BA gave a brief resume of issues discussed at the PPG.

Recommendation that Rotherham Hospital will remain open.

The plan to initially take all stoke patients to Doncaster or Sheffield for the first 36 hours of treatment will commence in October.

Gastroenterology services will be provided at Rotherham Monday to Friday but at Doncaster over weekends.

Medical aids (walking sticks & frames etc) will no longer be provided by the NHS but will be outsourced. This may hopefully result in items being recovered and reused.

Diagnostic Services (Scans etc) are currently provided at 2 sites, RCHC and TRFT. To be provided at one unit only, equipment at TRFT is more up to date.

The next meeting was scheduled for Tuesday 21st August 2018 at 4.00pm.

The meeting closed at 5.30pm.