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

**Held on Tuesday 12 March 2019 at 4.00pm**

**At Woodstock Bower Surgery**

PRESENT: Bernadette Conway - Practice Business Manager

 Jayne Pearson ANP.

 Patients, Brian Allott, Kay Bacon, Ivy & Ray Davies, Sue Davies, Kathy Hollyhead,

 Val Wickson, Wendy

Apologies: Pat Michael

HCA Yvette , Receptionist Claire and Telephone Receptionist Ann all introduced themselves.

Noted that Dr Cole has now retired.

Prescriptions : – Bernadette explained the changes to the Electronic Prescription service (the service that sends prescriptions straight to the pharmacist after a GP has authorised them) .The health record will migrate to System 1 in April. There will be a short interruption to the service while the changes are made. As part of the migration process all patients will need to have Electronic prescriptions service set up again, for this purposes, we are providing 2 months prescriptions I March so that it gives us a month to set up the new Electronic prescription service. Please note no one will be left without prescriptions if they do not get 2 months as we will revert back to printing off the prescriptions ready to collect during this period for anyone for these patients. There are also supply problems across the nation but patients are told not to worry as there are alternative medications available, which the pharmacist should be able to advise upon.

New On line APP – As part of the migration patients will no longer be able to use “patient access” to get on-line services. The Practice will be able to offer the New Rotherham App called Patient Pak . This has many new features to include:

* Booking and managing appointments both at the surgery and at the Rotherham Hub Surgeries that provide a variety of appointments on evenings and weekends.
* The new service will include GP,ANP. Nurse and HCA appointments at the surgery too
* Mange your prescriptions
* Access test results
* Access to coded medical records

**How do you sign up**

S**igning up needs to be after we go live with the new Clinical System (after 15th April) or you will have to sign up again after this date .**

All you need to do is go online at:

**Rotherhamhealthapp.com:** The instructions re easy to follow.

Part of the application states that you need to bring ID to the practice for patients that have already done this and the Practice is sure about all the details we will not ask for this a second time . We will have to be sure we are covering GDPR ( General Data Protection Regulation ) though .

**Group Consultation** – This proposal has been dropped for the time being.

**Phone Triage-** ongoing.

**Dementia -**  Wendy spoke about being unhappy with the service, in particular with a visits from the surgery. Where the clinicians were not mindful of the situation . BC and JP are going to look into the matter and also work on improvements

**Walk In Surgery-**  A 2 day a week trial will commence on week commencing 22 April on Tuesdays and Fridays between 8.30 to 9.30. It is expected that 3 GPs will be available and patients will be directed in turn. Patients will not be able to choose a particular GP.

**Networking- This** surgery is already part of the “Central North “ Locality which consists of Broom Lane , Kimberworth Park, Greenside and Greasbrough. Broom Lane will also be joining soon. NHS England has directed that GP Surgeries have to Network by July 2019 and form networks of 30,000 to 50,000 patients. The locality is likely to be one of the networks in Rotherham. They will initially have access from part funded Pharmacists and Physician associates, Physios and eventually Paramedics. They will have access to a fully funded Social link Worker as part of the New NHS long term Plan published in February 2019 .

**Phone Lines** - Apologies for the massive disruption with the Phone lines Bernie has been in constant contact with the phone company who have been trying to resolve the issues for the last three to four . It was noted that the surgery provides approx 400 appointments a day for it s 11 300 patients and yet still are unable to provide enough appointments to meet demand . They are providing more appointments than the National Average event though they have started to do longer appointments to address patients many needs instead of one appointment for one health issue and another for another health issue. We have approached the CCG who say there is nothing they can do, unless we provide something different. The PPG response wads that they were only going to pay what the “something different was worth so would not create more resource to meet the current difficulties

**Rotherham PPG –** Brian gave a brief resume of discussions at the last meeting at the Carlton Hotel.

CCG had claimed that the hospital drop-off point had been improved but all members present disagreed vociferously.

James Scott from the Integrated Care System talked us through the Hospital Services Review whereby all hospitals in the South Yorkshire and Bassetlaw area were working to produce standard procedures. While his talk was politely accepted there were some present who had the feeling that here was another idea that may not succeed.

Two young ladies gave a presentation on the procedure for ensuring that patients were moved from hospital beds to their homes or care homes as soon as possible. There were numerous comments from those present that this was “old news” and that the system was flawed by the absence of Care Plans provided on discharge from hospital and the absence of sufficient resources i.e. staff and council care.

The next meeting at Woodstock Bower was scheduled for Tuesday 14th May 2019 at 4.00pm.

The meeting closed at 5.30 pm.