

Meeting Minutes

MEETING TITLE:	Patient Participation Group	VENUE:	Ecclesall Medical Centre
DATE:	12 th January 2018	TIME:	12.30pm to 1.30pm
MINUTES PRODUCED BY:	Mrs Gill Kirby Practice Manger		

ATTENDEES:

Name	
Sarah Askham (Chair)	PPG member
Gill Kirby	Practice Manager
Sue McGrail	PPG Member
William Beckett	PPG Member
Lesley France	PPG Member
Margaret Langrish	PPG Member
Graham Estop	PPG Member
Apologies	
Dr Jayne Atkinson	GP Partner
Esta lewis	PPG Member
Jackie Hanson	New PPG Member

MINUTES AND ACTIONS

Minutes		Action
1.	<p>Apologies</p> <p>Dr Jayne Atkinson Esta Lewis</p>	
2.	<p>Welcome and Introductions</p> <p>New PPG member Jackie Hanson, sends her apologies and hopes to be at the next meeting.</p>	
3.	<p>Matters arising from last meeting</p> <p>See following minute items</p>	
4.	<p>GP and staff Changes</p> <p>GK confirmed that Dr Nick Gill has now left the practice. He has been replaced by Dr Laura Chambers and, in addition, Dr Tom Lawy has been appointed as a salaried GP. The practice now has 9 GPs in total, 6 Partners and 3 Salaried GPs. The rationale behind the appointment of Dr Lawy is to significantly reduce the number of locum GP sessions at the practice, thereby providing better continuity for patients and administrative support to the current GPs.</p> <p>The 3 current practice nurses are now working between the 2 surgery sites, therefore patients may see a different nurse when they attend. A new healthcare assistant, Ilse, has been appointed to cover Ecclesall MC.</p>	

5.

Parking at Ecclesall MC

As per the letter sent to PPG members back in October last year. Sheffield City council inform us that there are over 160 similar scheme applications which score higher in priority than ours. They also comment that limited waiting schemes are difficult and time consuming to enforce. The group discussed other options, but accepted that a solution to our parking issue will not be reached in the foreseeable future.

6.

Children in Need Collection

A collection box was placed on the reception desk at both surgery sites 2 weeks leading up to "Children In Need". Unfortunately very little was raised via this method. LF therefore suggested an alternative fund raising mission this year of raffling off a hamper and/or guess the name of the Teddy. This raised concerns as to whether this was allowed and whether it would be construed as gambling. GK/SA to look into this nearer the time.

7.

Urgent Care Proposals in Sheffield

Change the way people get urgent GP appointments

Groups of GP practices (the neighbourhoods) will work together to offer urgent appointments within 24 hours.

People will be assessed to decide if they need to see their own practice team for continuity of care or if they can be seen within the neighbourhood, potentially by another practice or health care professional

Change where people would go for minor illness and injuries

The walk-in centre in the city centre and the minor injuries unit at the Royal Hallamshire Hospital would be replaced with two new urgent treatment centres at the Northern General and Sheffield Children's hospital.

There are three different options for how the urgent treatment centres could work – the preferred option is one for adults at the Northern General that would treat both minor illness and minor injuries and an urgent treatment centre at Sheffield Children's Hospital which would treat minor illness. Children with minor injuries would continue to be treated at Sheffield Hospital's emergency department

Both urgent treatment centres would offer booked appointments and walk-in appointments.

Change where people go for urgent eye care

Currently adults needing either urgent or emergency eye care are seen at the Emergency Eye Clinic at the Royal Hallamshire Hospital.

In the future, urgent appointments would be offered at locations across the city with extended opening times, making it easier for people to get care closer to where they live. Emergency eye care (sight-threatening conditions) would continue to be provided at the Hallamshire.

Improve the way people access services

People would be supported by an improved system where they can contact their practice or NHS 111 and be assessed over the phone.

They will then be booked an appointment or signposted to the right place for the care they need.

Following discussions, it was agreed that the PPG members log their opinion of the above proposals during the consultation period which remains open until 31st January 2018. The link can be found of the public domain of the Sheffield Clinical Commissioning group website. GK agreed to inform the group as soon as she receives any updates on the above proposals.

WB shared with the group an article he had written which was published in the Sheffield Telegraph concerning the above.

<p>8.</p>	<p>Any other Business</p> <p>SMS messaging service – LF suggested the practice routinely text patients of their booked appointments to help decrease the number of DNA's. GK confirmed that this system is already in place. Patients that have consented to be contacted via SMS will receive a text message as soon as their appointment is booked and a reminder 24 hours before the date of their appointment. The practice is actively encouraging patients to consent to this. However, DNA's still continue to be an issue with as many as 25 missed appointments across both surgery sites a day. 7150 patients consented so far (11,300 Registered Patients)</p> <p>New Phone System – GK confirmed that both surgery sites have a new telephone system in place which helps direct patients to the appropriate service and at scheduled times during the day. This is to help alleviate busy times at 9am and 2pm and allows patients wishing to make an appointment get through to the surgery quicker. More incoming lines will be introduced over the next 6-12 months and patients will be placed in a queuing system and informed of their place in the queue.</p> <p>Funding Bid</p> <p>GK reported that the practice has recently submitted a funding bid for premises refurbishment/extension at Ecclesall Medical Centre to improve access to routine Nurse and GP appointments. Patient car parking facilities will also be considered in the planning. GK to keep PPG members up to date with any developments.</p>	
<p>9.</p>	<p>Date of Next Meeting</p> <p>Friday 20th April 2018 12.30pm Uppertorpe Medical Centre</p>	