

## Meeting Minutes

<b>MEETING TITLE:</b>	Patient Participation Group	<b>VENUE:</b>	Ecclesall Medical Centre
<b>DATE:</b>	Friday 9 <sup>th</sup> June 2017	<b>TIME:</b>	12.30pm to 1.30pm
<b>MINUTES PRODUCED BY:</b>	Gill Kirby Practice Manager		

### ATTENDEES:

Name	
Sarah Askham (Chair)	PPG Member
Sue McGrail	PPG Member
William Beckett	PPG Member
Esta Lewis	PPG Member
Graham Estop	PPG Member
Lesley France	PPG Member
Margaret Langrish	PPG Member
Gill Kirby	Practice Manager
Dr Jayne Atkinson	GP Partner
<b>Apologies</b>	

## MINUTES AND ACTIONS

Minutes		Action
1.	<p><b>Apologies</b></p> <p>No apologies.</p>	
2.	<p><b>Feedback on New GP and Nurses</b></p> <p>JA and GK reported that a new salaried GP, Dr Amy Wright, started with the practice on 1<sup>st</sup> May 2017. Dr Wright is working 5 sessions across both surgery sites, all day Monday and Tuesday morning at Uppertorpe MC and all day Friday at Ecclesall MC. She is fitting in really well with the team and the practice has had positive feedback from patients.</p> <p>The practice appointed 2 new full-time nurses to add to their existing nursing team. They now have a total of 5 nurses and 2 HCA's across both surgery sites. There are no current plans to develop their role to become Nurse Prescribers.</p>	
3.	<p><b>Newsletter Feedback</b></p> <p>GK composed the spring edition of the surgery newsletter a couple of months ago, assisted by Esta who gave her perspective and suggestions from a patient view. The group skimmed through the newsletter and agreed it was very informative. GK confirmed that the Newsletter is placed in the waiting area of both surgery sites and on the practice website. The group suggested placing them on the reception desk as a more noticeable place for patients to take a copy.</p>	

4.	<p><b>Petition</b></p> <p>The signature sheets for the petition to make the parking bay outside Ecclesall Medical Centre into a time limit parking bay, is underway and many patients have already signed this. The plan is to send this to the council parking services simultaneously with a letter to the councillors. SA has very kindly drafted a letter – attached for perusal.</p>	
5.	<p><b>Letter to Prime Minister – SA</b></p> <p>SA reported that she has previously written to the Prime Minister regarding the Governments proposals for GPs to work 8am to 8pm, seven days a week. A copy of the response to her letter is attached.</p>	
6.	<p><b>Height and Weight Machine</b></p> <p>SA reported that she has spoken to a GP friend of hers who says there is a grant available to purchase a height and weight machine for the waiting rooms of GP surgeries. On questioning, the majority of the group said they probably wouldn't use it and GK commented that the kids would most likely wreck it. All agreed not to pursue this further.</p>	
7.	<p><b>Use of Email</b></p> <p>GE raised the issue of communicating to the practice and hospitals via email. In particular he mentioned a recent Choose &amp; Book appointment he needed to arrange with the hospital and also emailing the surgery generic mail box to ask an inconsequential question about a non-urgent issue or problem.</p> <p>It was agreed that there isn't enough time during a GPs working day to respond to patient emails on top of all the other paper work, tasks, prescription queries, path results, staff queries etc. This type of patient communication is something the practice cannot accommodate at this time.</p> <p>SM produced a poster from Manchester Road Surgery advertising "Consult your Doctor Online". It was understood that this service wasn't available in Sheffield and that it may be in the early stages as a pilot scheme. GK agreed to contact the manager at Manchester Road surgery to obtain more detail and report back to the group.</p>	
8.	<p><b>Any other business</b></p> <p>WB reported attending the last Patient Participation Networking Group at the Circle, Rockingham Lane, where PPG members come together to share ideas. He stated that the whole event was a complete waste of time and an insult to his and everyone else's intelligence. There was no structure, no clear objective of what was supposed to be achieved and was not fully represented. Both he and Margaret stated they will not be attending the next meeting.</p> <p>WB queried which surgery site the hospital correspondence is sent to and how quickly it is read/actioned by a GP, given that the GPs work across both sites. JA confirmed that patient correspondence is sent to both sites, it is scanned onto the patient record the same day and all GPs can access every patient record and their associated correspondence from either site, ensuring no delay in reading/actioning.</p> <p>GK posed a question to the group regarding what their thoughts were on having their photograph taken by a GP during a consultation and placing their image on their electronic record. One of the GPs has mentioned doing this to help identify patients. All the group agreed they wouldn't have a problem with this.</p> <p>The group suggested that the posters and leaflets need to be arranged in an easily readable fashion, and the posters worded in a softer manner.</p>	

9.	<p>A "Welcome to Ecclesall Medical Centre" sign in the entrance hall would also be agreeable to give out the right message to patients as they enter.</p> <p><b>Date of Next Meeting</b></p> <p>Friday 22<sup>nd</sup> September 2017 12.30pm Uppertorpe Medical Centre</p>	
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