**Greenside Surgery Patient Participation Group**

**Minutes of a Meeting held on Tuesday 19 November 2019**

**Present:** Dr Ravi, Lesley Law, Jenni Searle, John Byers, Sue Byers, Maureen Taylor and Roger Keeling

**Welcome, Introductions and Housekeeping** - Apologies from Sue Garfitt and Ian Garfitt

**The Minutes of Last Meeting of 20 June 2019** – were confirmed as a true record of that meeting.

**Dr Ravi - National/Local Updates**

Update from the last meeting – Dr Ravi informed the group that Dr Myers had now retired. As things stood, from a partnership level, Dr Ravi was looking for another partner to join the practice although the number of doctors at the practice had not changed.

With regard to the extra outside hours previously carried out on Mondays between the hours of 6.30pm – 9.00pm, many of the patients who came to the extra outside hours were mainly working patients who couldn’t access regular appointment times. However, there had been complaints about not being able to access nurses’ appointments during the extra outside hours. A decision had been made to give 1 hour extra every Monday morning from 7.00am - 8.00am for working patients for blood tests, reviews, etc. It was felt that this would give a wider appeal for appointments. It was noted that these were pre-booked appointments only.

Dr Ravi asked if members were aware that appointments could be booked on line. Jenni remarked that it was only for one slot but Lesley said this had changed on April this year and that all afternoon appointments with the doctors were available to be booked on line. The Chairman asked if this had cut down on missed appointments. Dr Ravi said no, appointments booked on line had not been missed as patients could also cancel these themselves online. He added that 10% of missed appointments was the norm for non-attenders.

It was noted that the new Primary Care networks came into practise in April this year. The Government wants practices to work in collaboration of standardised care for certain things. More services would come through as it stands although at the moment it was not full unified.

It was also noted that there had been a reasonable uptake on flu vaccinations and that Dr Raj had begun working at the practice. He is currently carrying out the early afternoon appointments. Dr Ravi said that he hoped that Dr Raj would stay at the practice.

Dr Ravi left the meeting at this point.

**Lesley Law, Practice Manager Updates**

Lesley informed members that all the doors in the surgery now had keypad locks on them for extra security. She then mentioned Dr Raj saying that he was proving very popular with patients and that it was hoped he would stay with the practice at the end of his time. Jenni mentioned that she had seen Dr Raj and was very impressed with him.

Lesley drew members’ attention to the Self Help leaflet which was about a campaign that medicines managements were carrying out. It was designed to encourage people to self-help themselves at a pharmacy with over the counter medicines instead of requesting prescriptions.

It was noted that there was now a visiting pharmacist who the practice shared with 3 other local practices. Her name is Christelle. Sue mentioned she had seen the pharmacist earlier in the week and had found her to be very helpful and informative regarding her medication review. The pharmacist would free up the doctors to see more patients instead of having to carry out the medication reviews themselves.

As the networks evolved it was hoped that funding would increase, possibly for a Link-Worker with social prescribing working with practices with low level support such as the need for social intervention helping isolated patients to find places to go i.e. clubs etc. It was a very new role and it was not sure how it would work. Lesley spoke about Voluntary Action Rotherham (VAR) that helped vulnerable people on care plans and where social services were involved with anyone who were on benefits and were more high profile cases.

The extended access hubs i.e. evening and weekend appointments had improved and were being steadily promoted. They were proving useful for working patients.

**Any Other Business:**

There was no further business for the meeting.

**Date of Next Meeting:**

**Tuesday 6 February 2020**