

Minutes of Healthy Living Group - Held Thursday 5 February 2015

Present: UG, BH, GE, IO, JF, SB, GB, SR, JA.WD, Mandy Neville

In attendance: Linda Lydament from the CCG

Apologies JS, SA, RR, DO, BN, AD, RS

Minutes of the last meeting were read and agreed.

NEW MEMBER OF THE GROUP

GB joined us for the first time today. She is a Trust Governor (Sheffield Teaching Hospitals, Charles Clifford and Weston Park) and has decided to see what we do at our patient participation group. She advised us about the important role governors' play. They are tasked with looking at all aspects of patient care to ensure service provision is appropriate.

MUSCULO-SKELETAL SERVICES

Linda explained about the public involvement work she was doing for the CCG in regard to the MSK service which covers, Rheumatology, chronic pain, Sports and exercise medicine, Podiatry and back surgery. They are trying to organise a reference group and she was looking for volunteers. The volunteers would be contacted (by email/post) and asked questions or request to comment on new services. Documents were left for those present to take away and decide whether to be involved.

PARKING ON FOX HILL CRESCENT (PP ACTION PLAN)

Mandy informed the group about the complaints received regarding parking on Fox Hill Crescent from a local resident. The complainant had emailed the Foxhill Email address to express their concern that cars parking on Fox Hill Crescent were causing an obstruction and that this could lead to an accident especially as it was a bus route. The group discussed the problem and agreed that a poster needs to be on display to advise patients that there is a car park. Mandy also agreed she should talk to people attending groups to advise them of the problem.

CARE QUALITY COMMISSION

Sheffield Practices are to be visited between April and June 2015; they will receive two week's notice of the visit and they inspectors will want to speak to

the staff and patients. It may be that Mandy has to contact the patient group to ask if they can meet with the inspectors so will require volunteers nearer the time please.

INFECTION CONTROL VISIT

Practice had a thorough inspection from the Infection Control Nurse on 7 January; an action plan has been put together but generally she was pleased with what she found. There are few administrative areas to look at which will be rectified quickly. Anyone wanting to view the report please contact Mandy at the practice. Dawn Cox, practice nurse is the infection control lead for the practice.

APPOINTMENTS ACCESS (PP ACTION PLAN)

We discussed the appointment access problems being experienced by the practice. Half of the practice team building event was used to look at what we could do to improve access.

UG was very keen for the same day access to continue whereby patient can turn up and be booked in. Ian Nerurkar is taking the clinical lead on this, with Karen Mills, Secretary and Tracy Beckett, Receptionist on the working group. We will be issuing a flyer to patients to explain that we are looking into improvements and asking for comments.

ONLINE ACCESS (PP ACTION PLAN)

From 31 March patients will be able to access information from their medical records regarding repeat medication, sensitivities and allergies but they will have to register for this via a secure process.

Current access to online appointments and ordering of medication does not allow access to medical records as NHS England have given strict instructions on how we should handle these enquires.

As per the PP Action Plan, we are keen to improve online access as we feel this is a good service for patients.

NEXT MEETING THURSDAY 12 MARCH, 11.30 AT THE SURGERY

I have invited representatives from other patient groups of nearby practices so we may need a bigger room!!!!