THE MATHEWS PRACTICE

PATIENT PARTICIPATION GROUP

Minutes of the meeting held on 27 April 2018

Present: Five members attended the meeting.

In Attendance: A Lay Member of the Clinical Commissioning Group and Trustee of the Sheffield Carers Centre.

Apologies: There were two apologies for absence.

1 Introduction

 A Lay Member of the CCG and Trustee of the Sheffield Carers Centre was welcomed to the meeting and was thanked by members for her interest in the Practice's PPG.

2 Approval of Minutes

2.1 Minutes of the meeting held on 2 February 2018 were approved as a correct record subject to amending members present to five, as it was noted that the Practice Manager and GP should not have been included.

2.2 The minutes of the meeting held on 16 March 2018 were approved as a correct record subject to amending the number present to six.

3 Update from the Practice

 Members were informed that the report had been prepared from the last CQC Inspection but the Practice had not received feedback as the Report was being considered by Internal CQC Quality Assurance Members.

4 Matters arising from the minutes

4.1 DNA's / Mjog

* Mjog would be operational on the 16/17 May and the system would send texts to patients reminding them of their appointment. Members reminded the Practice that Reception staff should be routinely asking patients to provide up to date mobile numbers. The importance of the Practice having current mobile numbers should also be publicised on Notice Boards and on the website.
* It was noted that the DNA Man Campaign recently advertised in the STAR was being launched on 11 May across Sheffield reminding patients to attend appointments and stressing the hours and money that was being wasted in the NHS because patients were missing appointments.
* The letters that was being prepared by the Practice to send to DNA patients had been put on hold as there was going to be a City Wide approach. Practice Managers across the City and members of the CCG would be looking at this and information would be circulated in June/July 2018.
* Weekly numbers of DNAs were published in the Belgrave waiting room detailing the number of DNA's that week. The figures were not publicised at White Lane as there did not appear to be a problem with DNA's at the White Lane surgery.

4.2 Patient Survey

The amendments suggested by members had been incorporated and the Patient Survey was being conducted. Members of the PPG would support this by visiting the waiting rooms and talking to patients and encouraging them to complete the survey.

5 Approval of Terms of Reference, Constitution and Ground Rules

 Two comments were received. One about including the attendance of city wide CCG meetings and the second was including a statement about confidentiality in the Ground Rules. These additions were agreed and members approved these documents which now would be placed on the website.

6 Discussion / presentation about Carers Week

 The Assistant Practice Manager had prepared a PowerPoint presentation showing information about Carers and Carers Week. The PowerPoint would be placed on the web with the minutes.

 The following points were noted:

* Definition of a Carer is an unpaid family member or friend providing care to another person who has a mental or physical disability
* There are 60,000 known Carers in Sheffield
* One in ten will become Carers, some as young as 10
* Carers allowance is available if a Carer works over 35 hours a week
* Many Carers are not aware of their rights - some rights and support are: Carers allowance, Help with Council Tax, Respite, Technology and Equipment
* Sheffield Carers Centre provides an official service, offers a range of services and provides signposting to other organisations.

 Carers Health Checks

* The Practice plan to introduce carers health checks which will include general health screening and depression screening / referral to Sheffield Carers Centre if carers would like to become a member and offer a range of Care UK leaflets.

 Carers Week 11 - 17 June 2018

* Invite patients to the event which will be held at both Practices. It is intended to identify Carers and New Carers amongst the patient population and signpost them to the help they may need.
* Representatives from AgeUK, MIND, Mencap, Sheffield Carers Centre, Alzheimer's Society, Healthwatch and Shipshape would be invited.
* The Practice will aim to advertise Carers week in Urdu, Mandarin, and Cantonese.
* Members asked if the event could be advertised in local churches / local community centres / inform Pastoral Services in schools
* The possibility of a banner outside the Practices to advertise the event was discussed and a member of the PPG agreed to look at costs
* It was noted that GP's in routine appointments would mention membership of the Sheffield Carers Centre to patients if they felt it was appropriate.

 Members were asked if they could support the event and a further meeting would be held to discuss the organisation and publicity for the event.

7 Feedback regarding new practice leaflet

 Members were generally happy with the new format.

8 Any other business

8.1 The Assistant Practice Manager would change the email address on the PPG Poster inviting new members to join the PPG to the Practice email. She would also place the next agenda on the PPG notice boards to try and encourage more patients to join the PPG.

8.2 It was noted that a number of GPs had left the Practice and had not been replaced. The GP present at the meeting reported that the Practice was looking at a Federation Model similar to other Practices which involved looking at the workforce in relation to what the Practice needs. For example, staff to support minor ailments, skeleton problems, medication reviews, by employing physiotherapists, pharmacists, physicians associates, and more nurse practitioners and allied professionals which would free GPs to see more urgent cases. The practice was also looking at how appointments are managed, for example making access to telephone lines easier, triaging and promoting further appointments using local HUBs.

8.3 A PPG member reported that the checking in system and TV in the White Lane waiting room was not working and there were problems with the on-line appointment system. It was also noted that the White Lane waiting room would benefit from a new coat of paint.

9 Date of next meeting.

* Monday 14th May, 4.15pm, at Belgrave to discuss arrangements for Carers Week.
* Monday 4th June, 5.00pm, at Belgrave