

**MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING HELD ON THURSDAY, 28<sup>TH</sup> NOVEMBER 2019  
AT MALTBY SERVICES CENTRE**

**Present:**

Julie Small, Practice Manager (Chair)  
Dr A Mellor, GP  
Dr R Kersh, Consultant Community Geriatrician  
Agneta Hopkin, Assistant Practice Manager  
Patient: CP  
Patient: DC  
Patient: NS  
Patient: PS  
Patient: TP  
Patient: VC

**Introduction:**

Practice Manager welcomed everyone and gave an overview of the purpose for the meeting

**Objectives:**

Practice Manager explained the objectives of the meeting:

- To give feedback on the outcomes from the suggestions and plans for improvement which were taken forward from the last patient participation group meeting
- To discuss patient feedback received throughout the year
- To seek further views of patients with regard to services provided and suggestions for improvement / discuss practice priorities and plans
- Agree an action plan of priority to take forward for this coming year and how this will be implemented by the practice
- Meet again around February/March time to review progress of the action plan

**Feedback from the outcomes and areas discussed at the last meeting/General Information:**

- Dr Kersh was introduced at the meeting and gave an overview of his new role in the practice as a Partner specialising in Geriatric Medicine. Dr Kersh explained that this is an innovative and unique role in general practice and that the practice has worked hard with Rotherham Clinical Commissioning Group (CCG) in order to make this possible. Dr Kersh is undertaking the weekly care home session at Layden Court, working with patients who have long term conditions and specialising in the needs of the elderly population.
- Practice Manager informed the meeting that Dr Ekladios has now returned from maternity leave and is working 6 sessions per week and that Dr Hussain is now pregnant and will start her maternity leave around the end of February. We have kept on Dr Kynaston as a long-term locum providing 6 sessions per week as there is still a deficit of 6 GP sessions per week.
- Practice Manager also informed members that she is retiring in February and thanked members for their support of the PPG over the last approx 15 years since it was developed. Agneta Hopkin will be taking over as practice manager and will chair the meeting from next year.
- Dr Kersh updated the meeting that the practice is planning to become a training practice again taking on both medical students and GP Registrars and explained that this should put the practice in a better position for future recruitment of GPs.
- Dr Mellor gave an overview of developments in the PCN (Primary Care Network) and explained the role of the community pharmacist attached to the practice through the PCN and also the introduction of a Social Prescribing Link Worker who will shortly be attached to the practice through the PCN.
- Practice Manager informed the meeting that there are now no imminent plans to merge with Blyth Road Surgery due to a number of reasons and members will be kept updated if there is any change.
- Dr Mellor gave an update on the teledermatology service which is felt to be working very well – the aim of the service is to avoid a lengthy 6-9 month wait for patients to see a dermatologist at

hospital and a company has been set up via the Rotherham CCG to see patients virtually with a photo of the condition taken in surgery via a dermascope which is then emailed as a referral and a response usually available within 2-3 days.

- The meeting was informed that the practice is continuing to obtain positive feedback from patients through the 'Friends and Family' survey and statistics were given from the October 2019 survey and a few comments read out to patients to reflect this.

#### **Patient comments and suggestions for improvement to services:**

Members of the group were asked for their views on how the practice is doing, general feedback and suggestions for improvement to services:

- Member VC informed the meeting that she had attended the Rotherham Wide PPG meetings on 10<sup>th</sup> September and 26<sup>th</sup> November and gave some feedback from the meetings. The group had done a walk around the Rotherham hospital car park which was found to be very interesting. Changes to the Rotherham respiratory services were also discussed and also the Diabetes service in Rotherham. There is currently a focus on mental health including a Trailblazer pilot scheme which supports young people in schools and Maltby Academy is part of the 22 schools included. There are also plans to move the Ophthalmology service from the TRFT site to the community health centre in Rotherham during the summer of 2020. The next Rotherham wide meeting will be held in February next year and members are encouraged to attend – practice manager will send out details nearer the time when available.
- One member asked if travel vaccines are no longer available in the practice and it was confirmed that this service stopped on 1<sup>st</sup> October due to viability. Patients can now get a printout of their immunisation/vaccination history from the practice and take this to a participating pharmacy in order to receive their travel vaccinations.
- There was discussion at the meeting about continued issues with repeat prescribing especially since 3<sup>rd</sup> party ordering was banned. The practice will look into the issues and what is going wrong in order to try and find a solution. Practice Manager also commented that she has received a few patient concerns regarding issues with medication ordering.
- Online services were discussed and practice manager informed members that the practice now had to achieve 40% of all bookings online from 1<sup>st</sup> December as a CCG/PCN initiative. The practice is working on the RotherhamApp to try and get as many patients registered as possible although there are still some issues with implementation of the App.

#### **Action Plan – Patient and Practice Priorities:**

- PCN (Primary Care Network)
  - To continue working with the PCN with the aim of providing more integrated services for patients – suggestions such as having Maltby/Wickersley own out of hours service instead of patients having to travel into Rotherham; Development of women's contraceptive services; possibility of Dr Kersh undertaking geriatric services across the PCN
- Prescribing/Online services:
  - Practice to look into the current prescribing issues linked to online ordering/EPS with the aim to identify a solution to the problems
  - 40% of appointments to be available online from 1<sup>st</sup> December – practice to look into set up to ensure appropriate bookings along with use of RotherhamApp for online services
- Winter Pressures:
  - Practice to review its appointment system in order to offer best possible access for patients either with a GP or ANP depending on clinical need – introduction of telephone slots to save face-to-face appointments where appropriate and continue to work on prescribing protocols/medication reviews etc.

Practice Manager thanked everyone for their attendance and closed the meeting by informing the group members that a further meeting date would be arranged around February/March 2020.