

**PATIENT PARTICIPATION MEETING**

**Minutes**

Date of meeting: 30 January 2023

Location of meeting: Don Valley Healthcare, Newton Lane, Sprotbrough

Apologies: LH, CB, IC, RLC, JB, AT

Chair: Debbie Forbes Hughes, Practice Manager

Attendees: Debbie Forbes-Hughes, Lisa Cropley, Erin Watson, LH, SH, JS, JH, MH, RJ, SJ, KB, AW

Debbie thanked everyone for coming **Actions**

1. Minutes of previous meeting

Everyone agreed minutes were a true record of the meeting.

1. Patient Feedback

A discussion was held regarding the capabilities of the NHS App and the services available on the Practice website. Debbie informed everyone the NHS App is developed and controlled by NHS Digital and the practice control the information put on the practice website.

Debbie agreed to look into why patients were told by the chemist their prescription issues had reached 6 but the prescription said they had only reached 5. **DFH**

A member said they have been informed patients can’t get F2F appointments, Debbie confirmed patients are being seen across all sites.

A member raised concerns from a third party that staff had been found to shout to a patient from a desk towards the back of the office. Debbie agreed to look into this. **DFH**

A member of the group raised how many reminders they had received for their Covid & Flu Vaccinations, when they had already received their vaccinations. It was confirmed this had been resolved once brought to the attention of the practice.

It was confirmed hand sanitiser is placed at the side of the self-check in screens.

1. Bentley build public consultation

Members confirmed they were aware of the meeting being held on Tuesday 7th Feb 3-7pm which will be held at The Homestead, Bentley. It was confirmed, the Architects will be present along with representatives from DMBC, the Integrated Care Board (ICB) and practices. Members raised concerns regarding the size of the building to hold the number of people who may attend. Debbie will be attending the meeting and reassured members any overflow will be accommodated for.

1. Practice newsletter

Debbie Asked members of the group what they would like to see in a newsletter. The Practice intends to circulate a newsletter once per quarter. Suggestions included; who is who with in the practice, including a blog from a GP, Health education with different topics each time, information about children’s services, diabetes, performance of the practice, services the practice provides I.e., clinics dates and times and details of the DNA Policy. Debbie thanked everyone for their suggestions.

Members agreed to review a draft before publishing the Newsletter.

It was agreed to share the Newsletter on the practice website, in the waiting room and send a text link to the newsletter.

1. Patient flow – Accelerate Programme

Debbie informed the group, the practice has signed up to a 20-week programme, where initially support will be offered to look at how we can improve patient flow. The first area the practice are planning to work on, is access via the telephone. Group members were happy to hear this.

One member of the group asked if we have considered the facility where callers can leave their number to be called back. Debbie confirmed this has been considered and will be looked at further as part of this project. The practice priority is to look at the peak times for callers and ensure there are enough staff on duty to take the calls. Debbie informed everyone, the practice had been successful to recruit another care navigator this week and confirmed the previous three new recruits are doing well with their training.

1. Online consultations

A member of the group confirmed they have used the online facility available on the practice website where the options include, requesting appointments, ask queries and request fit notes. Although the automated response says reply to be received within 72 hours, the member of the group received a same day response and dealt with the same day. Debbie informed everyone the welcome greeting on the telephone is encouraging patients to use the practice website.

1. Health Inequalities

The practice is, looking at ways to reduce inequalities within the practice area. The practice has signed up to a new campaign called Safe Surgeries and is working closely with the North Primary Care Network (PCN) to ensure services are delivered to all groups across the neighbourhood.

1. Any other business

Covid vaccinations – Debbie confdirmed the practice is able to offer covid vaccinations at the practice if/when any further boosters are to be offered.

1. Next meeting

It was agreed to continue with quarterly meetings on a Monday at 5pm as the attendance today has increased. A date for the next meeting will be circulated in due course.