

**Minutes**

**PATIENT PARTICIPATION MEETING**

Date of meeting: 24 April 2023 5pm

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

Apologies: AW

Attendees: DFH, LC, KB, RLC, SH, LH, GR, NBS, EF, JS & JS

Chair: DFH, Practice Manager

Guest; EF, Service Delivery Manager, Doncaster North Primary Care Network

Summary of service

Evaluation to be shared with the PPG

Guest; NBS Engagement Officer, Healthwatch

Summary of service

1. Minutes of previous meeting

True reflection of minutes from last meeting.

1. Patient Feedback

Mr Smith raised problems getting hearing aid batteries, Natalie fedback to the group that audiology services have a delay of 2 weeks and staff shortages.

Natalie will raise this issue at her next meeting and will feedback to our PPG.

1. Feedback from Doncaster PPG meeting 23 February 2023

Judith not in attendance to give feedback. Mr Smith attended but had nothing to share.

Next meeting is 27th April 2023.

Agreed to share the minutes from the Doncaster PPG meetings to our PPG members.

1. Feedback from CQC telephone review

All informed of the current process of CQC telephone calls and annual reviews. CQC were happy with our interview and do not plan to come out to inspect and we have been given positive feedback which will be sent to us in due course.

We will share this with our PPG members. We will then publicise this summary to all patients.

1. Practice charter

New version from patient feedback, has been shared via email.

Feedback: To try and fit on one page.

Plan to put with our new patient packs.

All asked to review and come back if they feel anything is missing.

1. Telephone access (demand and capacity)

We have measured the activity from patients contacting us via telephone, in person and online requests. We can see where the peaks are and have mapped our workforce to the peak times. The plan is to continue to measure per season.

GPs are now working in the telephone hub. There is a wallboard with information for the staff to see calls waiting, how long calls are taking and extension numbers of who are answering the calls.

 Natalie would like to see the telephone hub.

 Next project is to make more use of the online consultation service via our website.

 Discussed the difference between NHS app online services and booking appointments.

1. Covid vaccinations in practice

Covid clinics are now in practice, we have run one in Bentley and one in Sprotbrough so far. Informed when booking an appointment via the link patients can book to attend at another practice site if preferred.

1. Future chair of DVH PPG meeting

No one at this time would like to take on this role.

1. Any other business

Question asked do we have a promotion of wellbeing e.g.: menopause, mental health etc.

Informed of Your Life Doncaster by Emma, which is on our Care Navigation Template, we will look at adding to our website.

Debbie also offered to find where the diabetes group is held and send to Mrs Rockett

Newsletter: What are your first thoughts of the newsletter?

Plan to put it digitally on website and paper in waiting rooms. Have already had some feedback from a PPG member.

Agreed to add links when advertising a service.

1. Any Other Business

Dr Connor is retiring from the practice and the PCN from the end of August 2023. Dr Connor plans to retire from medicine after 35 years of service and spend more time with his wife who retired recently from nursing and education. Dr Connor is proud to be part of DVH which is maintaining high standards despite difficult times and delighted by new staff and services.

New Telephone Greeting: Patients have given feedback, PPG members to give feedback by the end of the week.

Advertising of the PPG: request to advertise in the waiting rooms, on the website & in the newsletter.

Photo taken of the group; to be put on social media to help advertise the next meeting.

1. Next meetings

10th July 2023 5pm Sprotbrough site

2nd October 2023 5pm Sprotbrough site