Patient Participation Group

17th April 2015

Present: Dr. S. Sukumar, Mrs. D. Lambert, Mr. D. Hoyle, Mr. G. Simmonite

Apologies: Mr. J. Boreham, Mrs. T.Potocki, Mrs. S. Green, Mr. B. Green

Minutes of the last meeting agreed and recorded as a true record.

The patient participation photograph had been put on the notice board within the waiting room.

PPG are to be asked whether or not they wish for their names to be put there due to confidentiality issues.

The Newsletter is in the process of being done and would be printed for next month.

Recruitment of members for the PPG was discussed again, it was said that a lot of patients were not able to give up their time due to work commitments and retired people were busy with other things.

SS said we would try and recruit again at Thorpe Hesley as we needed members from there for their opinions regarding our services and their feedback.

We have put information on our website and within surgery advertising if anyone is interested about joining.

It was discussed again about members of the PPG being available at the flu clinic to try and recruit new members.

DH attended the Rotherham wide Patient Participation Networking meetings, he updated us on what had been discussed and shared information from this meeting.

Areas discussed were:-

The Walk in Centre – what is happening with it

Care UK

Medicine Waste

Friends and Family Test

Urgent Care Centre present operational date of 2017

Healthwatch and the Hospital not enforcing the smoking restrictions within the Hospital grounds.

Weekend Services

The next Rotherham wide networking meeting Wednesday 3rd June, has had to be cancelled due to lack of numbers.

SS explained about our recent PMS review meeting that had taken place informing of services that could be expanded, it was discussed about services that we provided and other surgeries did not, it was felt that our practice provided good services, i.e. ear syringing, phlebotomy.

We are in the process of developing family planning services.

We are still awaiting The Care Quality Commission inspection and the members were informed that CQC would wish to speak to some of the members of the PPG.

Lord Hardy Court had recently received an excellent CQC inspection.

GP recruitment was discussed, this was to explain the situation about shortages of GPs locally and nationally, and to discuss Partners retiring and not being able to get new partners, GPs not wanting partnerships, also GPs coming out of training but deciding to work within hospital rather than general practice.

There is more stability within the practice now we have 5 Gps but there is still cover issues especially for holidays.

Dr. Mills was now on Maternity leave until February 2016.

Trainee Gps were discussed that would be working within practice from August.

Staffing issues/ Work force development DL/JG looking at all aspects for workforce development i.e. recruiting and developing new/present staff to deal with growing patient capacity/ access to appointments/ new services being provided.

DL explained about the Friend and Family Test, regarding how the information was collated and who required that information.

PPG were given results and comments from February and March, it was said that the positive responses outweigh the negatives and on the whole patients were very satisfied.

Waiting room upgrade was one response.

(To be discussed at next practice meeting.) DL/SS

There had been no negative responses regarding the Pharmacy.

1 billion premises funding available over the next four years.

New Health Centres are being built in Dalton, Treeton and Thurcroft.

We have outgrown our building, the building does need upgrading, Space needs to be utilised, space wasted - Atrium but if we were to extend upstairs we would have to have lifts installed if patients were to be seen there.

PPG awareness week 1-6 June 2015.

Next meeting date Friday 26th June 2015.

Website address: www.highstsurgery.co.uk