

**PCS Practice North Darnall Health Centre
Agenda of the Patient Participation Group Meeting
held on 24th January 2023
11.00 to 12.00**

Present:	
6 patient members	

	ITEM	Action
1.	Welcome and Apologies	
	Kiz and Michelle welcomed members	
2.	Previous Minutes and Actions	
	<p>Previous minutes were reviewed and actions updated.</p> <p>Kiz asked if members had any feedback since the phone queue had changed to five patients in the queue. One member thought that the system hadn't worked correctly as they weren't offered a call back however, this was before the queue number was changed. Kiz had checked the system this morning and was confident it is working as it should.</p> <p>All actions were marked as complete.</p> <p>There were no matters arising.</p>	
3.	Practice Update	
	<p>Michelle gave an update about practice services</p> <p>IAPT (Adult Improving Access to Psychological Therapies Programme) are in the practice several days a week now. They offer one to one sessions and receive referrals directly from the Doctor. Patients are also able to self-refer for some of the IAPT services see https://www.shsc.nhs.uk/services for full details.</p> <p>ANP (Advanced Nurse Practitioner)</p> <p>These clinics have been running since mid-November. We were approached and asked if we'd be able to host a city-wide service. Patients from all Sheffield practices can book into the appointments but the benefit to North patients, is that it is within their practice so very convenient. A reminder that ANPs can help with Acute Chest Infection, Asthma, COPD, Conjunctivitis, Eye Infections/Allergies,</p>	

	<p>UTI Infections, Earache and Swollen Glands for example. They are also independent prescribers so able to prescribe certain medications if required.</p> <p>MH Team (Sheffield Primary & Community Mental Health Team) supporting patients with Learning Difficulty. The practice will be hosting the MH team to offer additional support for patients with a learning difficulty who may find it difficult to attend the surgery. They will support patients to attend so patients can access their annual review.</p> <p>Staff Changes</p> <p>New Doctor – we have been successful in recruiting a new permanent Doctor. Dr Townsend works on Wednesdays and Thursdays. He has joined our other permanent GP Dr Saward, the practice Lead GP. This means we are now fully doctored and can release the regular locum GP we have used.</p> <p>Health Care Assistant – is moving out of the area for pastures new. We wish her all the best in her new chapter. The practice is interviewing this week for a replacement.</p> <p>Increasing Nursing Hours – we have reviewed the Nursing and Health Care Assistant hours in the practice and will be increasing Nurse hours and reducing Health Care Assistant hours slightly. This should provide a better balance for appointments.</p> <p>Receptionist – has decided to change career and is moving to a new profession. We wish her every success in her new role. We are finalising the recruitment pack and will be advertising shortly.</p> <p>Thursday Afternoon Opening – we remain open as usual, but the phones will be answered by another reception team within the group.</p>	
4. Items Raised by Patients		
	<p>A patient raised an incident where a follow up urine test was requested but was not communicated promptly. Full details were given, Michelle outlined the usual process and explained that a new process for distributing tasks amongst the team was now in place. Michelle felt confident that going forward all tasks would be actioned promptly. The incident discussed, had been resolved via other means so was no longer outstanding.</p> <p>Michelle also talked through the Long-Term Condition (LTC) recall and booking process and explained that it was partly the reason, why the practice had agreed to increase Nurse hours and appointments.</p> <p>A patient advised that in their experience there had been a two to three week wait for an appointment. The group discussed the appointments available at the hub, which is a five-minute walk from the practice.</p>	

	<p>Patients felt that the information about other services is very useful and could be promoted and offered more frequently by reception.</p> <p>Action: Michelle to work with the reception team to improve their knowledge and confidence in offering all services both internal and external to the practice. Michelle to feedback at the next meeting the work that has been undertaken.</p> <p>A member asked if it could be possible to receive documents and order medication without the need for coming into the practice. Michelle advised that medication could be ordered online through the NHS app.</p> <p>Action: Michelle to work with the reception team to ensure all are aware of online services and to promote to patients.</p>	
5.	Confirm Process for Meetings and Sharing Information	
	<p>All agreed that minutes will be added to the website and will include the date of the next meeting. Paper copies will be available in reception for anyone without internet access.</p> <p>If you would like to add any agenda items, please contact Michelle.</p>	
6.	AOB	
	<p>Kiz asked if anyone would like to be included in a PPG photograph. It will be used to promote the importance of practices working in collaboration with their PPGs and will be used in the staff newsletter too.</p> <p>Any members who would like to be included to stay back at the end of the meeting.</p>	
7.	Date of Next Meeting	
	<p>Tuesday 25th April 2023, 11.00 to 12.00.</p>	