

**Minutes of PPG for PCS Practice North Darnall Health Centre  
held on  
25<sup>th</sup> October 2022  
11:00 – 12:00**

<b>Present:</b>	
Kiz Haigh	Head of Primary Care, PCS Practices
Michelle Town	Support Manager, North Darnall Practice

<b>In attendance:</b>	
11 patients Patients are not identified at patients request	PPG Members

	<b>ITEM</b>	<b>Action</b>
<b>1.</b>	<b>Welcome, Introductions and Purpose of PPG</b>	
	<p>Kiz opened the meeting and welcomed everyone to the first PCS North Darnall PPG. Everyone introduced themselves, the patient group consisted of patients who had been registered with the practice for over 20 years, as well as newly registered patients of 2 months. Patients were of mixed ages and diverse backgrounds. Kiz explained it was great to have such a diverse group of people represented. Kiz outlined the purpose of a PPG and that it is a group of people who are patients of the surgery, who want to help it work as well as it can for patients and staff. Patient experiences really matter and you can bring different ideas to the surgery, to help us treat patients better and improve what we do.</p> <p>The NHS requires every practice has a PPG.</p> <p>Kiz gave an example about the Patient Charter that was implemented earlier in the year across the PCS Practice Group and how the PPGs had helped to create the document.</p> <p>Kiz explained this was not the forum where specific patient information can be discussed. We need to be really careful handling patient data and protect confidentially. If anyone has a specific issue to raise, please speak with Michelle outside of this meeting and we will do our best to help resolve.</p>	
<b>2.</b>	<b>Changes at the practice and introduction to Primary Care Sheffield</b>	
	<p>Kiz briefed the group that Dr Mehrotra retired from being a partner of the practice and North Darnall Health Centre joined the Primary Care Sheffield (PCS) Group in May 2022. There are currently 7 practices in Sheffield that belong to the group. The closest practice is just over the road at Darnall Primary Care Centre.</p>	

	<p>Kiz is the Head of Service and each practice has a Manager on site who ensures clinics run smoothly, Michelle is your Manager at North Darnall. Michelle has been with the practice for many years, so knows the practice well and a lot of the patients but is new to PCS.</p>	
<b>3.</b>	<b>Services at the practice</b>	
	<p>Michelle gave an overview of the different clinics at the practice including Health Care Assistant, Nurse, Doctor, Physiotherapy and outlined which days of the week clinics are available.</p> <p>A patient gave an example that a Doctor recommended he access a physiotherapist but wasn't able to because it was online, 'my pathway' to book an appointment and he doesn't have internet. It was agreed that Michelle would help the patient to get to the bottom of the problem and take further details after the meeting.</p> <p><b>Action: Michelle to resolve access issues with our patient.</b></p> <p>Michelle also gave an explanation about the appointments available at the hub at Darnall Primary Care Centre. These are when the practice is closed from 6.30pm onwards and at the weekends.</p> <p>Michelle advised the group that the drive through Phlebotomy Service had changed location from this weekend, it is now at Building 183 (Former Blood Service and current vaccination site), Longley Lane, Sheffield, S5 7JN.</p> <p>Open from 7:30am to 5:15pm, Monday to Friday (excluding Bank Holidays) and 8am to 1pm on Saturday.</p>	
<b>4.</b>	<b>Items raised by patients</b>	
	<p>A patient raised that Fittleworths who provide stoma products, did not have the new practice email address.</p> <p><b>Action: Michelle will contact Fittleworths to ensure they have the correct contact details.</b></p> <p>This led onto a discussion around how the practice can best communicate with patients.</p> <p>A patient suggested a newsletter. This could be on the website and paper copies be available in the surgery. We could text patients to let them know when the next newsletter is available and they can collect one or view online.</p> <p>A patient explained he finds it frustrating when he receives several texts messages. For example, inviting him for Covid or Flu vaccinations when he has already received them. Kiz explained that once the vaccination has been</p>	

	<p>received it is 'read coded' on the system and therefore it should not invite the patient again. Some of the text messages are sent from the wider NHS system.</p> <p><b>Action: Kiz and Michelle will audit the text messaging system, to identify if there are any errors and look to streamline those being sent.</b></p> <p>This led onto a conversation about the telephone system. Kiz explained that one of the changes that has been made since being part of PCS Practice Group, is a new telephone system. The system allows patients to select a call back, instead of waiting on the line. When they reach the front of the queue the system returns the call. If they miss that call, when they dial the surgery again, the system recognises the number and moves them to the front of the queue. Kiz asked if this was an improvement on the previous phone system.</p> <p>Patients were not aware of the queue call back. After some consideration Michelle and Kiz thought that the option activates, when there are 10 patients waiting. This is ok for the other sites that have a larger patient list size but as North Darnall is smaller, rarely are there 10 patients waiting. A patient explained that you can still be waiting 20 minutes for the call to be answered, even at number 1 in the queue. Kiz agreed, we never know how long each patient query will take. It was suggested to reduce the number of patients queuing to 5, then activate the queue call back option.</p> <p>Another patient raised that they like knowing where they in the queue because they can call back later, at a less busy time if their query is not urgent.</p> <p><b>Action. Kiz will investigate the virtual queue call back options and feedback to patients.</b></p> <p>Kiz also suggested that information could be added to the message played when patients are waiting in the queue and asked what information would be useful. It could be seasonal, for example flu vaccination is available and we could update throughout the year. All agreed this was a good way of sharing information.</p> <p><b>Action: All to suggest information which may be useful to share and bring to the next meeting.</b></p>	
5.	<b>Meeting plan going forward</b>	
	<p>PPG meetings are usually every quarter, for 1 hour at the practice. Everyone agreed we can go forward on this basis but can review in time to decide if this is suiting everyone. We will share the meeting date with the minutes from this meeting so everyone has adequate notice.</p> <p><b>Next meeting date is planned for 24<sup>th</sup> January 2023, 11.00 to 12.00 noon.</b></p> <p>We will contact you 2 – 3 weeks before the next meeting to ask for any agenda items.</p>	

6.	Closing of meeting	
	<p>Kiz asked if the meeting was what patients were expecting, all agreed.</p> <p>Kiz thanked everyone for attending and is looking forward to building our collaborative working processes together.</p>	