

**PCS Practice North Darnall Health Centre  
Minutes of the Patient Participation Group Meeting  
held on 26<sup>th</sup> July 2023  
12.00 – 13.00**

**Meeting Room - North Darnall and available via MS TEAMS**

<b>Present:</b>	
4 patient members in person	
1 patient member on MS Teams	
Kiz Haigh (KH) Head of Primary Care PCS Practices	
Michelle Town (MT) Support Manager North Darnall Health Centre	

	<b>ITEM</b>	<b>Action</b>
<b>1.</b>	<b>Welcome and Apologies</b>	
	KH and MT welcomed members.	
<b>2.</b>	<b>Previous Minutes and Actions</b>	
	<p>The following actions were discussed;</p> <p>MT had passed on praise to the reception team. Patient had issue with medication and reception had dealt with it very well.</p> <p>MT gave feedback to reception team regarding the Stoma Service we now use, patient had raised was working well for both patients and suppliers.</p> <p>KH had asked for feedback from the group how we can make the meeting more inclusive. No new thoughts but can see how the timings work for others and can be flexible.</p> <p>All actions were marked as complete.</p> <p>There were no matters arising.</p>	
<b>3.</b>	<b>Staffing Update</b>	
	<ul style="list-style-type: none"> <li>• New receptionist has joined from other PCS practice.</li> <li>• New HCA Talisha has commenced.</li> <li>• Nurse is absent but we have regular locum who has worked with the practice in the past. We have also moved the Group Nurse Manager to work on a Monday.</li> <li>• Physiotherapist Manasi is working Wednesdays at DarnallPCC for our patients.</li> <li>• Mental Health Practitioner Brody is working Mondays.</li> </ul> <p>A patient raised a specific issue relating to pharmacy and not being able to get</p>	

	<p>Suda Crème on repeat. Michelle explained the process for repeat prescriptions and would be happy to take the details outside of the meeting. The patient confirmed there is nothing outstanding at the moment.</p>	
<p>4.</p>	<p><b>Practice Update</b></p>	
	<p><b>New Ways to Access the Practice</b></p> <p>KH provided an update that over the last few months we have spent time reviewing how patients access the practice services. We would like to increase the options and provide more access through online routes. The phone will continue as it is now, but the idea is that those patients that can use online, will. Making it more convenient for them and also reducing the number of calls into the practice. We are in the early stages of planning and would like your feedback, what would encourage you to access the system, what are the barriers?</p> <p>Patients said to make it easy to register and login and asked if the same email address could be used for two adult patients, husband and wife for example. KH wasn't sure and will find out. Staff to be trained how to use the system so they are able to help patients register, in the practice if needed. One patient doesn't use any online services, KH explained that the phones will continue to operate as they do now. KH asked if members were still happy to be contacted outside of the meeting for their feedback and talk through ideas and the implementation plan, members agreed.</p> <p><b>Action: KH will ask the specific question and will provide a further update at the next meeting.</b></p> <p><b>CQC Inspection Update</b></p> <p>KH briefed the group that CQC undertook a full inspection on the 20<sup>th</sup> July 2023. We do not know the outcome of the inspection yet, but we aim to be rated as good, as we are now. The inspector had raised a few items on the day. One was when the new doctor's room would be in use. Another was the privacy at the front reception desk.</p> <p><b>Privacy at Reception</b></p> <p>The group spent some time in the front reception / patient waiting areas reviewing the current set up and ways to improve confidentiality. Patients agreed that it was quiet and conversations could be heard. Also, that it is not very clear when entering the building which part of the reception desk to go to. Suggestions were made to improve the current signage, also could the right hand side of reception be used? KH asked if a radio or similar be played to create background noise? The group wasn't keen on this idea as they prefer a calm environment. Would moving the chairs away from in front of the reception help?</p> <p><b>Action: KH / MT will speak with the landlord about using the further end of reception desk. Reception signage to be improved, including asking patients to step back from reception whilst the current patient is being</b></p>	

	<p><b>attended to.</b></p> <p><b>Asthma Patients</b></p> <p>KH advised that we have a high population of patients with Asthma at the practice and despite inviting them for a review by text message and letter, some do not attend their reviews. KH asked members how we can encourage patients to attend their review.</p> <p>A patient advised that some pharmacies are not stocking all inhalers and may need to move around pharmacies to find stock. Members thought the invitation system was good and patients should attend appointments.</p>	
<p><b>5. Items Raised by Patients</b></p>		
	<p>MT asked around the room.</p> <p>Nothing to share from patient attending via MS Teams.</p> <p>A patient raised a medication query, relating to a text message that had been sent about changing a medication (tablet). MT is happy to look at the details outside of the meeting.</p> <p>A patient provided some feedback about a few recent interactions with the pharmacy based within the building and that a good service had been received. KH highlighted the opening hours, which is later than some other pharmacies.</p> <p><b>Action: KH will pass on the feedback to the pharmacy team.</b></p>	
<p><b>6. Did Not Attend (DNA)</b></p>		
	<p>From the 1<sup>st</sup> June 2023 to 30<sup>th</sup> June 2023 there were 127 DNA'd appointments. The highest for 1 day was 8 appointments. The reason for sharing is to keep the PPG informed and to consider any measures we can take to help patients to attend. Patients asked if the total number of DNAs could be shared from one meeting to the next, so a full 3-month period.</p> <p><b>Action: MT will provide the numbers going forward.</b></p>	
<p><b>7. Meeting Process</b></p>		
	<p>A member asked if the agenda can be shared prior to the meeting so all can consider before the day.</p> <p><b>Action: MT to share the agenda 1 week before the meeting. Members requesting agenda items to send to MT in good time.</b></p> <p>The minutes will be added to the website which include the date of the next meeting and will also be emailed/posted to you. If you would like to add an</p>	

<p>agenda item, please contact MT.</p> <p>The group considered the timings/day of the week to schedule next time. The group asked to make it earlier, rather than midday.</p> <p><b>Date of Next Meeting: Tuesday 17<sup>th</sup> October 2023, 10.00 to 11.00am.</b></p> <p>The group also gave thought to the following meeting in January and agreed it would be better towards the end of the month. Date to be confirmed at the October meeting.</p>	
---	--