**Don Valley Healthcare**

**Virtual PPG Meeting Held on Tuesday 3 August 2021**

In Attendance: JH BC

IC JB

AT JT

ST LH

Dr KF

DFH, Practice Manager

MH, Assistant Practice Manager

Apologies: CB

EK

CA

SJ & RJ

Welcome to Don Valley Healthcare PPG

Debbie, acting Chair for the first Don Valley Healthcare PPG meeting welcomed and thanked everyone for attending and representing what is now a practice population of around 13,000 patients. The Practice value the opinions and ideas of the PPG which going forward will help shape our services. Judith has worked for many years as Bentley chair but has now made the decision to step down but will continue to be an active member of the PPG and is happy to support a new chair person. It was agreed that anyone interested will contact Debbie or Mandy to discuss further.

Patient Feedback

Debbie asked for everyone’s feedback on their experiences with the Practice over the last few months. Feedback from the group was very positive. One member expressed positive feedback from using the app. Several members expressed good experiences contacting the Practice and having their problems resolved and receiving treatment in a timely manner.

One member raised a query with a copy letter she had received from a clinic attended at the Hospital which had been addressed to the Amersall Road site. Mandy explained that most hospital mail is received electronically into the clinical system but any paper letters, whichever site they are received at, are then scanned on to the clinical system and dealt with centrally so the site they are originally addressed to would not be an issue. The member also asked whether she could visit any of the three sites and it was confirmed that this was possible as the appointment book and medical records are accessible at all three sites. This gives patients more choice but the Practice would always try to accommodate patients with transport issues.

A member raised a query concerning the NHS app. When trying to order repeat prescriptions through the NHS app, his medication was not showing. The patient also queried why he had not been invited for a medication review after being on the medication for six months. Debbie agreed to look into this.

**DFH**

A query was raised about the new pharmacy group taking over Sharp’s chemist and asked if there would be any impact on the service. Debbie confirmed that the Practice has a named contact but no formal meeting had taken place. The Practice hoped that there would be a smooth transition but if issues do arise, the Practice would make contact with the Pharmacy to resolve any problems. The PPG had become involved in the past with a local pharmacy and the managers were invited to attend the PPG to address members’ concerns. This had proved very successful and would be an option for the PPG in the future.

Access

Feedback received following the survey letters sent to all patients regarding the merge were:

1 Concerns around access and getting through on the telephone.

2 Continuity of care about seeing the same GP for years.

3 Transport.

Debbie explained that the Practice is currently working on our access model, both telephone triage and face to face. Plans were currently going ahead to increase the workforce with plans to employ an additional salaried GP and new receptionists. A new Practice Nurse has been appointed and will be joining the Team. The Practice was aware that they had received some negative comments via social media around answering the telephones. A new telephone system will be installed with the option to monitor the volume of calls coming in. A member asked if the new system would tell patients where they were in the call queue. Debbie agreed to include this in the setup of the new system. **DFH**

The Practice have care navigators who have been trained to book patients in with the most appropriate clinician or service. The care navigators check the medical record to establish if the patient has been seen by a particular clinician for the same problem in the past and where possible book the patient with that GP again to ensure continuity of care.

If a face-to-face appointment is necessary, the care navigators will always try to provide an appointment at the most convenient site for them.

Both Practices also took part in the National Patient Survey before the merge in April 2021. Results are available online <https://gp-patient.co.uk>. Results for both Practices were very positive and Debbie recommended everyone take a look.

A member asked when the Practice will return to normal with open doors. Debbie explained that the Practice was never closed during the pandemic, but access was via the intercom. The front door is now unlocked but safety measures are still in place and the number of patients in the waiting room will be limited. Although the doors are open, Dr Forshaw highlighted that patients should always be encouraged to ring first to be assessed for the most appropriate pathway. This includes services that are provided by the PCN, including dietician, physio, podiatrist that can all be booked through reception.

Primary Care Network

Debbie explained the role of the Primary Care Network (PCN). This is a group of Practices that work closely together to provide services. The other Practices involved are Lakeside, Great North Medical Group, Ransome, Scawsby Health Centre, Petersgate and Park View. Debbie also gave the good news that Dr Connor has just been appointed Clinical Director for our PCN.  There have been discussions around the formation of a network PPG to help shape the wider services within the network and Debbie asked for anyone who would be interested in taking part to come forward.

Social Media

Debbie asked if any members with a keen digital interest, would consider reviewing our digital plans. The Practice has a new Don Valley Healthcare website currently under construction and would welcome the views of the PPG. The Practice would also like to promote the NHS app. Anyone interested in doing this should get in touch with Debbie or Mandy.

The Practice also have a Facebook and Twitter page. These are one-way platforms used for sharing information about our services. We do not give patients the option to comment on these sites. Again the Practice would welcome feedback. A member did comment that the information provided on these sites about Covid was very useful.

Practice Plans

The Practice acknowledges there are strengths and weaknesses but are looking objectively moving forward and would like the PPG to be involved. As a newly formed Practice, we are striving to achieve high standards and we are therefore devising action plans for the CQC indicators. Practice plans will continue to be discussed in these meetings and Debbie welcomed one to one support from any PPG member who would like to contribute.

Any Other Business

Judith asked if there are any updates on the new build. Debbie confirmed that plans are still being discussed in collaboration with the CCG, NHS England and DMBC.

Date and Time of Next Meeting

It was agreed to hold future meetings every two months, with a more flexible timetable and not always on Tuesdays at 5 pm.

The next meeting will take place on Wednesday 6 October 2021 at 6 pm.