**Don Valley Healthcare**

**Virtual PPG Meeting Held on Wednesday 6 October 2021**

In attendance: B C, JH, AT, IC, LJ, CB

Mandy Hayes, Assistant Practice Manger

Debbie Forbes Hughes (Chair)

Apologies: JB

Mr & Mrs H

Welcome

Debbie as acting Chair welcomed everyone to our second Don Valley Healthcare virtual PPG meeting. After many years as Chair, Judith has decided to step down from the role but will continue to be an active member of the Group. Debbie thanked Judith for all her hard work over the years.

Action Points from previous meeting

All present, confirmed they had received a copy of the minutes from the August meeting and confirmed them as a true record.

An issue raised by Mr C at the last meeting has now been actioned by Debbie and Mr C was happy with the outcome.

Following on from a suggestion at the last meeting, Debbie consulted with our telephone system supplier who have confirmed they will be able to provide a system for informing patients where they are in the call queue in the new telephone system when it is installed.

Barbara expressed interest at the last meeting in becoming Chair and following a meeting with Debbie, Mandy and Judith confirmed it would be something she would like to pursue. Everyone present at the meeting agreed and it was confirmed that Barbara will now take over as Chair for the Don Valley Healthcare PPG. Barbara gave the group a brief introduction and her plans to send out an introduction letter in the next few weeks.

Patient Feedback

Debbie informed the group the Practice is aware of frustrations around telephone access and that the situation was not improving. Pressures and demands have increased. There continues to be quite high levels of covid in schools which impacts on the Practice with staff members having to isolate which inevitably puts pressure on other staff with increasing workloads. Discussions had took place with staff on how to handle the increasing amount of calls and the new telephone system will hopefully improve the situation.

Debbie confirmed that there are now two new receptionists and a nurse in post and they are currently undergoing their inductions.

Debbie asked for feedback from members on their experiences of recent contact with the Practice.

IC reported that he had received a text following an appointment to provide feedback but each time he had attempted to reply it came back as not delivered. Debbie agreed to take this up with the software company. DFH

BC felt that as a Practice we are doing well and in comparison to experiences from other friends who are registered at different practices when discussing getting through on the telephone and making appointments.

Debbie also asked the group for their thoughts on social media. The Practice currently has a facebook and twitter page and a new website is currently under construction. The group felt that the facebook page was useful and it would be a good idea to share posts to the community facebook pages and asking friends/family to share posts.

Flu Season

At the time of the meeting, the flu vaccination programme was underway for the under 65 at risk group and the over 65 group. Weekend clinics have been successful across all sites and the Practice is now starting with mid week clinics.

Covid Booster

At the time of the meeting, the vaccinations were being given at Adwick and patients were invited via text or call. Debbie explained that the Practice was looking to hold a pop up clinic in Bentley due to low uptake in the area. Debbie will update the group when this has been arranged*. (Post meeting note: The COVID hub has now moved from Adwick Leisure Centre to White Wings at Askern).*

Workforce

Debbie informed the group of the doctors that we now have at Don Valley Healthcare.

The Practice has 8 partners:

Dr Fox 3 days Dr Forshaw 3 days

Dr McHardy 3 days Dr Grimwood 4 days

Dr Crichton 1 day Dr Hubbard 3 days

Dr Clark 3 days Dr Connor 1 day

The Practice also has three salaried GPs, Dr Alsindi, Dr Parker and Dr Wells.

In addition we have three GP Registrars who are qualified doctors doing their training to become GPs. These are Dr Saada, Dr Hene and Dr Ilora.

We have also have a Pharmacy team supporting the GPs who work remotely, a physiotherapist, dietitian and a podiatrist. Debbie explained that the Reception team have a criteria of symptoms and can book appointments with these health care professionals as their appointments are integrated into our appointment book.

Support Groups

Debbie informed members of some of the support groups that are currently up and running. The Fibromyalgia group set up by Dr Forshaw has continued remotely throughout the pandemic. The diabetic support group originally set up by Bentley Surgery is now being run by the communities team and takes place at St Peter’s Community Hall, first Wednesday of every month. Several members of staff trained as walk leaders pre pandemic and Debbie will update the group when the walking group starts up again.

Debbie asked the group for their thoughts on wider community groups and a discussion around life after covid and the need to support vulnerable patients who may have been shielding and need help to increase confidence, befriending etc.

A discussion took place on the best way to advertise groups and several local community pages; Local Eyes, Sprotbrough Arrow etc.

Any Other Business

Debbie asked the group to think about how they would like the group to move forward in the future.

A member asked how the plans were progressing for the new building. Debbie informed the group that regular meetings are still being held with the CCG, NHS and DMBC and she is confident that it is going to happen. Debbie is unsure how much she can share with the group but will provide an update at the next meeting.

Date and Time of next meeting

Debbie thanked everyone for attending. It was agreed the next meeting will take place virtually on Thursday 2 December at 6 pm.