**Don Valley Healthcare**

**Virtual PPG Meeting Held on Thursday 2 December 2021**

In attendance: JH

JS

IC

GR

LH & SH

Mandy Hayes

Debbie Forbes Hughes (Chair)

Apologies: BC, CB

Welcome

Debbie welcomed everyone to the meeting Unfortunately Barbara was unable to attend the meeting, so Debbie agreed to act as chair.

Action Points from previous meeting

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

The new telephone system has been installed and the telephone hub is now up and running. Callers are told where they are in the queue and there is a digital display board in the new telephone hub so that the care navigators answering the calls can see how many calls are waiting. Debbie informed the group of the re-modelling of the system with only one receptionist at the front desks of all three sites to act as a meet and greeter and all other staff in the telephone hub.

All members confirmed they had received Barbara’s introduction letter on taking up the role as PPG Chair and looked forward to seeing her at the next meeting. A discussion took place on alternative venues in Arksey, Sprotbrough and Scawthorpe in order to hold bigger face to face meetings. It was agreed that any suggestions would be passed to Barbara. It was also agreed that the time of day should be varied in order to be inclusive to all but It was noted that daytime meetings would probably be preferable in winter. It was also noted that virtual meetings should continue to be an option.

The issue relating to the surveys being sent out by text following an appointment was resolved. When receiving one of these texts, the link within the text needed to be opened in order to reply.

Workforce

A member asked about workforce and whether there would be a GP at all sites every day. Debbie confirmed that we now have 8 GP Partners, 2 GP Registrars and 5 salaried GPs and there would be a GP at all 3 sites every day.

A member asked if the Scawthorpe branch would be closing, and Debbie confirmed that it was scheduled to close in 2023.

Debbie explained the role of the care navigators and how they handle calls. Whilst asking initial questions, they are opening the medical record so that they can check to see who the patient has seen previously and offer an appointment with that clinician to ensure continuity of care where possible.

Patient Feedback

A discussion took place around whether patients should be routinely contacted by the Practice following blood tests. It was noted that this would be very time consuming and would block phone lines. There is the option to view test results online and Debbie asked if anyone would like to trial this to let her know.

Practice Changes

As noted above, the Practice now answers all calls from the telephone hub with one receptionist on the front desks at each site. A new nurse, Natalie has been appointed and is currently going through her induction.

Dr Wagstaff who had been helping out on a locum basis will become a salaried GP working three days a week in the New Year.

Mandy has decided to step down from her role as APM to rejoin the secretarial team. Lisa Cropley, APM will attend future PPG meetings.

The Practice is currently interviewing for new reception and nursing staff and are hoping to recruit a new phlebotomist and HCA as well.

Covid Hub Volunteers

There is currently a campaign to recruit covid hub volunteers to help with sign posting and keeping the service running. Members were asked to spread the word.

Any Other Business

A member asked if the NHS lung health checks were impacting on the Practice workload. Debbie confirmed that the Practice does not send out the invitations and only get involved if any results require action.

A member asked if anyone was having any issues with communication with the new chemist. Debbie confirmed, from a Practice point of view, we have had no feedback that there are problems but would monitor if any issues are raised.

Debbie confirmed plans were still going ahead for the new premises on the Bentley library site aiming for completion in 2023 which would coincide with the end of the Scawthorpe lease.

Date and time of next meeting

Tuesday 8 February 2022 at 2 pm. Venue to be confirmed.