

Minutes of PPG Meeting

Date of meeting:  29th March 2022

Time: 8am

Location of meeting: Microsoft Teams

Apologies:  RJ & SJ, LH, JN, RLC

Chair: DFH

Attendees: Debbie Forbes-Hughes, AT, LH, SH, Lisa Cropley

Debbie thanked everyone for joining today.

Everyone introduced themselves and for those present at the last meeting, confirmed previous minutes were a true record of the meeting.

1. Feedback experiences of the practice over the last few months:

Mrs Audrey Thompson is a new patient to our practice and to date has received a good experience. It was felt the practice could improve on the new patient registration pack and patients be invited for a consultation to get to know more about the practice. Debbie agreed to consider this as a further development for the practice.

Mrs Anne Tomlinson had attended the surgery recently for an appointment that had been rearranged and then not recorded in the system. Mrs Tomlinson informed the group that this took some time to sort by the new receptionist but Mr Tomlinson did get seen, although had to wait a considerable amount of time for this to be sorted. Apologies were passed to Mr Tomlinson and a discussion was held regarding the amount of training needed for new recruits who have not working in General Practice previously.

Mrs Linda Hallam raised concerns regarding the negative feedback she is hearing towards the practice. Everyone is aware of the pressure on the NHS at the minute and frustrations that are taken out on staff. Unfortunately, the practice has also seen a loss of several staff members which has created more training needs for new recruits. Chemists and hospitals are also under immense pressure which is causing further issues for everyone. Debbie assured the group we are aware of our current pressures and have plans to improve in these areas. Debbie encouraged the group to inform the management team of any concerns so these can be addressed.

Mr Stuart Hallam informed the group he had attended the Sprotbrough site for the first time and found the site to be very pleasant and nice to have on-site parking. Mr Hallam suggested more signage so patients could see which practice was DVH. Debbie agreed to action this request. Mrs Tomlinson stated that she has an appointment in Sprotbrough next week and was informed by receptionist which desk to go too when the appointment was made, which was acknowledge as informative and helpful to patients who have not attend that site before.

A discussion was held regarding the Care Navigation Team, Debbie informed the group of the use of a care navigation template that is used to book appointments/telephone calls for patients to see/speak to the most appropriate clinician. If a patient presents with symptoms that are not included on the template the call handler would book the patient for a telephone call and then the clinician would arrange the appropriate appointment required. A suggestion was made to recruit people with the specific skills required for General Practice. Debbie informed the group, there are very few experienced people who move around in Genral Practice. The Practice have invited applicants to come and see the practice and see what the role entails before joining the practice team, however new recruits still expect the role not to be as complex as it is. Debbie informed the group; the loss of staff recently did not indicate any themes or reasons for the practice to be concerned over. The practice has a new receptionist joining the team shortly, along with two new nurses whose previous roles were in the hospital and a new healthcare assistant again with a hospital background. The practice has training plans in place for the new recruits so we can deliver the services our patients need as soon as possible.

1. Telephones:

Debbie informed the group that a call logging software system has been introduced in the practice so we can monitor activity to match the number of call handlers to the times of day that our patients are calling us.

As NHS staff are still required to isolate, the practice had 7 staff over the past week having to isolate. Many staff have worked from home to help answer calls and undertake telephone consultations to care and support our patients. The practice is immensely proud of the team for their support and effort to keep our practice running as efficiently as we can. Mrs Tomlinson informed the group she had spoken with a receptionist who was working from home and had a good experience.

Lisa informed everyone of a recent issue with the telephone system when the lines kept cutting out. This was reported to our telephone provider and has now been fixed. The group were encouraged to update the practice with any concerns.

1. We are seeing patients and normal services resumed.

All clinics are now running as they were before the pandemic. Patients can visit the practice through an unlocked door and consultations are taking place face to face and by telephone. Annual health checks have resumed and continue to be a mixture of face to face and telephone reviews.

1. Workforce:

One of our Assistant Practice Managers returns from parental leave in the summer. We have a full complement of GPs and once our new nurses are in post the nursing team and HCA (healthcare assistants) team will be complete.

1. Other sites

We are currently upgrading rooms in our Sprotbrough site, removing old carpets and increasing workstations in our reception office.

Bentley build still moving forward however we are not aware of a timeline at present. The new building will be placed where the Bentley Library is currently sited. Initial drawings are for reception and clinical areas to be over 2 floors with non-clinical space being on the top floor. Debbie will hopefully be able to share further plans with the group and gather feedback in due course.

Mrs Thompson thanked us for the text message she received about the above and believes it is good for the public to be aware of the plans. Agreed it was important for patients to have their say and that we are trying to communicate to everyone. Discussed the Ransome Practice Building and that they will end their agreement with the owners of their building ready to move too.

Unfortunately, Barbara is no longer able to be chair of the group and so if anyone would like to take up this role, please let Debbie know.

6. Any other business

Mrs Hallam asked how the practice chose the Logo for Don Valley Healthcare, Debbie informed everyone this was designed by the practice team to represent a flourishing tree of hands holding and supporting people.

7. Next meeting

It was agreed the next meeting should be held on a different day due to the low attendance today. Our next meeting is to be Monday 13th June at 5pm.