

## Oughtibridge Surgery Patient Participation Group Meeting

### Meeting Notes

Monday 16<sup>th</sup> September 2013

*Present:* Dr T Moorhead, D Davis, L Buchanan, E Nelson, A Spooner, C Proctor, J Barron, D Ward, J Hird, A Jagger, A Bailey, M Greaves, J Swift

*Next Meeting:* Monday 20<sup>th</sup> January 2014

Item	Comments	Action
1.	<p>Dawn thanked everyone for attending and introductions were made.</p> <p><b><u>Feedback from the meeting held on 20<sup>th</sup> May 2013</u></b></p> <p><b><u>DNAs</u></b></p> <p>The DNA (Do Not Attends) numbers were falling and it was thought this was due to the text messaging service. Mr Ward had made Dawn aware that he had received a text reminder for an appointment he had cancelled. She had looked into this and it was an admin error. If the appointment was deleted the system still generated a text reminder. The appointment had to be cancelled. The receptionists were now aware of this.</p>	
2.	<p><b><u>Update from Community Support Worker</u></b></p> <p>A food bank was opening at The Hub in Stocksbridge on 1<sup>st</sup> October 2013. It would be open on Tuesdays and Thursdays between 10am and 12am. Jane Richie is the contact person and she is based at Stocksbridge Advice Centre. Referrals are to be made through her. The Advice Centre is under threat of closure from the end of October. Leigh has agreed to leave her contact details in the flu clinics with a view to picking up more referrals.</p>	
3.	<p><b><u>Question &amp; Answer Session</u></b></p> <p><b><u>Access to Physiotherapy &amp; Counselling</u></b></p> <p>Access was by referral from a GP. Dr Moorhead mentioned the commissioning group were looking at commissioning new services but were being cautious in the first year.</p> <p><b><u>Well Man Clinics</u></b></p> <p>These were not proved to be successful they only occasionally picked up problems. It is worth having your blood pressure checked and attending clinical reviews i.e. asthma, diabetes.</p> <p><b><u>Answering the phone when the surgery is open</u></b></p> <p>The GP contract core hours are 8.00am to 6.30pm Monday to Friday. The telephone is answered during these hours with the exception of Thursday afternoon when the surgery is closed. On Tuesday evening and Saturdays when the surgery is closed the phone calls are taken by the out of hour's service. The group was not happy with this.</p> <p><b><u>A &amp; E Services</u></b></p> <p>The service in Sheffield is run by Sheffield Teaching Hospitals NHS Trust and there are no plans to change. There are two areas in the south run by Richard Branson but it is not as comprehensive a service as we get in this area. Dr Moorhead</p>	

	<p>thought our A &amp; E Services were reasonable.</p> <p><b><u>Walkers Group</u></b>  James Hird gave details of walking groups in the area. They had been devised by Buchanan Road Surgery and it allowed like minded people to meet each week for some light exercise and company. The leader is Tina Moors who is employed by Activity Sheffield. Dawn asked for more information for the waiting room notice board. There is a group the meets in Stocksbridge on Wednesday mornings and the Grenoside group meeting every Thursday morning.</p> <p><b><u>Budget and Activity</u></b>  Dr Moorhead reported the budget is looking ok so far this year. There was no compromise on quality. None of the Sheffield hospitals were failing. 111 is working. There were no plans for the surgery to open extra hours at the weekend over and above the Saturday mornings and Tuesday evening that were done at the moment.</p> <p><b><u>0845 message</u></b>  This would be removed from the message at Christmas when the new phone system had been in for almost a year. It was seen as good practice to leave it this long in the hope that all patients get to hear it and note the change back to an 0114 number.</p> <p>4. <b><u>PPG Chair</u></b>  Andrew Spooner and Carole Proctor volunteered to be joint chairs.</p> <p>5. <b><u>Remote Booking</u></b>  In the new year the Tuesday evening and Saturday morning clinics will be open for patients to book on line.</p> <p><b><u>Any Other Business</u></b>  <b><u>Newsletter</u></b>  Dawn agreed again to look into producing a practice newsletter</p> <p><b><u>Baby clinics</u></b>  Baby clinics were held on a Wednesday morning and could be very busy. To try and help with the congestion in the waiting room it was going to move away from it bring a drop in session and for mums to make appointments.</p> <p><b><u>Doctors running late</u></b>  The group asked if a doctor was running late the patients sat waiting to be seen were kept informed of the delay and given the choice of waiting or re booking.</p> <p><b><u>Date and Time of Next Meeting</u></b>  The next meeting will be held at 6.30pm on Monday 20<sup>th</sup> January 2014.</p>	DD
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