

PATIENT PARTICIPATION GROUP MEETING
Blyth Road Medical Centre

Minutes of the meeting held on Thursday, 26 January 2023 at 5.30 pm

In Attendance:

Practice Representatives: Dr G Avery

Patient Representatives: Paul Craythorne (Chairman)
Angie Brunt
Betty Noble
Colleen Swearman
David Fleming
Karen Stanhope
Pat Craythorne (Secretary)

Apologies: Katie Turner (Practice Manager)
Dorothy Dix,
Chris Marshall

1. Welcome

Paul opened the meeting, thanked everyone for attending and welcomed Karen to her first meeting.

2. Apologies

Apologies were given from Katie, Dorothy and Chris who were unable to attend and these were accepted.

3. Staffing

Dr Avery stated there were no changes in staffing since our last meeting. Over the past 2 months locum Advanced Care Practitioners have been working at the surgery.

4. Covid vaccinations

Dr Avery reported that the number of people who attended for the autumn booster covid vaccinations were lower than the previous Spring booster. Covid and Flu vaccinations were given at the same time for patients who were eligible. Covid vaccination sessions are still running at Brookside Pharmacy (Whiston) on Saturday 4th and 11th February, 9.15 am to 12.30 pm.

The surgery have given over 1700 flu vaccines and had about 200 flu vaccines left. They have given about the same number of covid vaccines to patients.

It was reported that there was no National Line information in Rotherham for people who wanted to book covid and flu vaccinations. This is to be looked into.

5a. Face to Face appointments

The surgery offer face to face appointments if patients require. Telephone call appointments are still offered as this is preferable for some patients.

b. Online appointments

The surgery have commenced undertaking Cardiovascular Health Checks again (a general check up for anyone aged between 40-74 to try and pick up any CVD in early stages). Online appointments have been set up for these patients and while they are being correctly used for patients who have had an invite, they are being misused by other patients booking incorrectly. This is wasting a lot of time checking and actioning the incorrect ones. The surgery are keen to add more online appointments but until the problem is sorted the more appointments that are put on the bigger task this will become.

Discussion took place and it was suggested sending texts to patients which include more definite information.

Katie confirmed that DNA information is included in the Practice Leaflet which is given out as part of the new patient pack.

6. Over 65's MOT

With an increase in staff more over 65's reviews are able to be undertaken.

7. Surgery Telephone Message

The telephone message has now been changed to have a shorter message at the beginning and information of other services given whilst on hold. The surgery have tried to increase the capacity for answering the telephone. After discussion Dr Avery commented that it could be worthwhile looking at an audit on telephone waiting times.

8. New Website

There is PPG information on the surgery website, however it is not easy to access and none of the links to the minutes seem to work. It was agreed that a PPG tab should be put on the home page where it can be easily seen by patients. Dr Avery is to ask Katie/Sarah with regard to this.

Action: Dr Avery

9. Rotherham Place PPG Network Meeting held on 26 January 2023

Betty and Angie had attended the meeting and outlined what had been discussed. These included Targeted Lung Health Checks, Mental Health, Primary Care estates and access. Also included were issues raised and discussed regarding long telephone queues and cost, being cut off when in telephone queue, online appointments and phlebotomy access.

Patient Record Information

The date for patients having more access to their medical records has been put back to February 2023.

Any Other Business

Planning permission has been given for office use for the flat above the surgery.

Date of Next Meeting

The next meeting will be held in Blyth Road Surgery on Thursday, 20th April 2023 at 5.30pm.