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**PATIENT PARTICIPATION GROUP
Minutes of Meeting
6 October 2015**

Attendance:

Practice:

Dr Kuruvatti

Patients:

Andrew Civico, Lynn Daley, Anne D'Aquila, Shanaz Malik

Apologies:

K Andrews, L Thulbourne, S Watkins, A Thompson, M Parkin, S Burgin, P Wood, R Furnival, C Jessop, A Burrige, Jeremy Ritchie, Rachel Green

1. Communication with members of the PPG

LD stated that had not been informed of recent meeting dates, AC had not even realised that the meeting from 28/9 had been moved.

Some confusion as to who's job it is to inform members of PPG of upcoming meetings and how the information is made available- ?on the website?by email?should someone phone

ACTIONS- update contact info for all members of the PPG; nominate someone to be responsible for contacting members of upcoming meetings

2. New role of PPG and encouraging new members to join

Stall at South Park fair did not take place, ? Were posters put up in library

LD said her daughter would be interested in joining and she would be happy for me to pass details onto RG.

All members would try and see if more people would be interested in joining.

Agreed that the next meeting should be a joint one with Park PPG and in principle we could invite lay member of CCG to attend the meeting.

ACTION-

AC will speak to his neighbour Janet Bell who is member of Park PPG re having a joint meeting. RG to liase with Park re this and also with CCG re lay member attending.

3. Flu clinic

I thanked the members of the PPG who helped with flu clinic last week.

It was agreed that there were some issues- lack of organisation and lots of patients arriving at once and early.

A few patients stated to AC that next year they would think about getting flu jab at chemists.

I stated that the practice is looking into why things went less smoothly this year- relative inexperience of the deputy managers, most of the nursing staff being in one part of the building.

I also asked the members to encourage patients they know to have their flu jabs in the surgery. I stated that numbers were down this year not only for our practice but also for neighbouring practices and that this would have financial impact on the practice in an already difficult time.

I also informed PPG that we are running drop in flu clinics

4. PMCF

Informed the PPG that this started on 1/10/15 and that it is essentially an out of hours service. AC said he thought it would be like routine GP service but out of hours. I stated that our "hub" is Woodhouse practice and also that we are looking at the current practice OOH's provision with Care UK.

None of the members had been aware that the service had started. AC suggested a poster in the reception area or info on the website as a good way of advertising the service.

5. Website

Unfortunately the new website is not yet complete. JR has done a great deal of work but has not been in touch for a few weeks. We have tried calling him but no answer as yet. If we do not hear from JR we will make alternative arrangements.

We also discussed the possibility of obtaining an automatic check in for the surgery. The PPG felt this would be a good idea.

Discussed the TV in the waiting room. PPG do not feel it adds much and that sometimes it is an irritant/distraction.

6. Use of locums

AC discussed his daughter's care- she had seen a doc, we assumed it was a locum but I said I would check. Was referred to orthos, seen in Barlborough and told needs physio and needs to use some analgesia. Neither of these had been suggested at the initial appointment.

AC's concerns were that it was a waste of resources for the practice and also of time for his daughter. He enquired how we keep a check on the locums.

I stated that we rarely use locums and that the partners may look at consultations but that as far as I am aware we do not monitor referrals as such. I said I would discuss this with the practice.

Date of Next Meeting: Tuesday 22 March @ 18:00