

 The **Clover** Group Practice  
**Minutes of the Darnall/Highgate PPG Meeting**  
held on  
**Monday 14<sup>th</sup> February 10.30-11.30**  
**Via Teams**

Present:	
Emma Johnson	Support Manager (Clover Darnall)
Debra Edge	Support Manager (Clover Highgate)
AA, LE, BD, AM	Patients

In attendance:	
Marie Wormley	Business Support Officer (Notes)

	ITEM	Action
<b>1.</b>	<b>Welcome and Apologies</b>	
	Debra opened the meeting and welcomed everyone. Darnall Well Being the social prescribing team have sent their apologies as they were unable to attend today's meeting due to a prior engagement.	
<b>2.</b>	<b>Previous Minutes and Actions</b>	
	Previous minutes were discussed.	
<b>3.</b>	<b>Introductions</b>	
	As this is the first face to face meeting since the beginning of the pandemic, everyone introduced themselves. Hopefully we will be able to continue with face-to-face meetings now with the option of attendance by meeting app if members request it.  DE re-iterated the purpose of the meeting to discuss changes or improvements to the practices and not to air personal grievances. Any complaints or issues to be taken up separately with the Support Manager.	
<b>4.</b>	<b>Staff Leavers/Starters</b>	
	<u>Darnall</u> Recruiting for a new receptionist as a member of the admin staff has recently left.  <u>Highgate</u> No changes to current staffing  Talked about some ongoing staffing issues due to sickness/covid, all practices across the City are having the same issues at the moment.	

<b>5.</b>	<b>Patient Charter</b>	
	<p>EJ showed everyone the draft patient charter that has been produced with a list of items that the patient can expect from us and what we expect from the patient. All agreed that the charter makes sense and is a reasonable request.</p> <p>A patient asked if he could take a copy of the patient charter and translate it into Somali and he will put it up in his office. This was agreed, once the final copy has been agreed.</p>	
<b>6.</b>	<b>Feedback on New Phone System/Appointments</b>	
	<p>DE asked members for their opinions on the new phone system and for any feedback.</p> <p>Everyone agreed that the new phone system is vastly improved and gives patients a better experience. DE talked about the call back facility that allows for you to leave the queue and the system will call you back when your place in the queue is reached.</p> <p>Discussed the availability of interpreters whenever language is a barrier.</p> <p>Talked about issues when appointments have gone for the day, you can still request a future pre-bookable (up to two weeks in advance) appointment.</p> <p>If your health issue can't wait you also have the option of accessing ANP/GP appointments at the hub.</p>	
<b>7.</b>	<b>New Services</b>	
	<p>Vasectomy clinic/diabetic eye screening appointments are available at the practice.</p> <p>Sexual health clinic is currently suspended at Darnall.</p> <p>Discussed AccuRx system and the ability it gives to send in photographs of issues to allow the practitioner to make a more informed diagnosis.</p>	
<b>8.</b>	<b>AOB</b>	
	<p>A patient asked if future meetings can be held in the usual room on the lower floor because of mobility issues. EJ will look into this.</p>	
	<b>Date of Next Meeting</b>	
	TBC	