

PCS Practice Darnall/Highgate Minutes of the Patient Participation Group Meeting

held on

20th April 2023 10.00 to 11.00 – Darnall Primary Care Centre

Present:	
Emma Johnson	Support Manager – Darnall
Debra Edge	Support Manager – Highgate
Waqas Hameed	Darnall Well Being
Krishna Dayalji	Salaried GP - Darnall
MT, KR	Patients

	ITEM	Action
1.	Welcome and Apologies	
	<p><u>Previous Minutes and Actions</u></p> <p>EJ checked the phones recorded messages (when using call back) and confirmed the name of the practice is given.</p> <p>While waiting for patients to arrive the group talked about ways of encouraging more patients to join the meetings. Suggestions made: - Posters in consulting rooms, DWB to promote at other group meetings, Text messages to over 18s, reception staff to hand out registration forms.</p>	<p>Completed</p> <p>DE/EJ/WH</p>
2.	Staff Leavers/New Starters	
	<p>Highgate - Five session GP and clinical practitioner role advertised. Still no applicants so far. Locums being booked as and when required.</p> <p>Newly recruited Practice Nurse due to start next week has had a change of mind due to personal issues and will not be joining us. Gone back out to advert.</p> <p>Darnall – Two new GP's joining us in May however, in the meantime Dr RA has resigned. There are a considerable number of GP sessions vacant, which we are using regular locums to ensure we have the correct number of appointments. Good news to share is recruitment of the nursing team. We have recruited x 1 Practice Nurse, x 2 Health Care Assistants and x 1 Nursing Associate.</p> <p>A patient wanted to compliment Darnall on the improvements made to the appointment system/telephone system particularly call back option. States reception always very helpful and his community are more aware of the interpreting services we provide. EJ thanked him for the positive feedback.</p>	

3.	DNA Figures	
	<p>DNA (Do Not Attend) Darnall Jan = 384, Feb = 349, March = 387</p> <p>Highgate (have fewer patients than Darnall) Jan = 155, Feb = 151, March = 187</p> <p>Discussed possible reasons why people don't cancel their appointments.</p> <ul style="list-style-type: none"> • Book too far in advance and then forget about the appointment • Unable to get through to the practice or don't want to wait in a queue • Don't realise the importance of cancelling or perhaps not a priority in today's financial and social climate. <p>The practice has a DNA policy in place and letters will be sent out to those that miss their appointments. Patients can be removed from the GP list if they continue to miss appointments despite receiving letters.</p> <p>A patient suggested we could display monthly DNA figures in prominent places in patient waiting areas. DE said we used to have posters displayed prior to Covid and will reintroduce.</p>	EJ/DE
4.	Friends and Family Results	
	<p>Following an appointment some patients may receive a text message asking them to provide feedback on the service they received. An audit of these is undertaken monthly. The majority each month rate us as 'Very Good' and a few write comments about the service and staff, which are shared with the team. Thank you to those who have taken the time to complete the feedback and we encourage all our patients to respond if you receive a Friends and Family text message from the practice.</p> <p>March Figures Darnall 62 Very Good, 21 Good, 7 Neither Good nor poor, 4 Poor, 5 Very Poor & 1 Don't know Highgate 21 Very Good, 10 Good, 2 Neither Good nor poor, 1 Poor, 3 Very Poor & 0 Don't know.</p>	
5.	Covid Spring Booster Campaign	
	<p>Invites are being sent to over 75s and patients who are immunosuppressed. Clinics are being provided at Darnall Primary Care Centre and nursing staff are going out to those patients who are housebound.</p>	
6.	On Line Services	
	<p>Reminder to patients that some services are available to use online. You can use the internet to book & cancel appointments, request repeat prescriptions for any</p>	

	<p>medications you take regularly and look at your medical record online. Ask at reception for a registration form.</p> <p>We are also looking at new on-line services where patients will be able to contact a clinician.</p>	
7.	Bank Holiday Closures	
	<p>Practices will be closed Monday 1st, 8th & 29th in May Reminder to order prescriptions in time to collect before closures.</p> <p>If you have an urgent problem when we are shut, ring our number as normal and you will either be directed to the GP collaborative service or told that you need to ring the national 111 service.</p> <p>Walk-in Centre</p> <p>There is also a walk-in centre at Rocking House, Broad Lane, Sheffield, S1 3PB. It operates a sit-and-wait service where you will be seen for urgent problems. The walk-in service operates from 08.00 – 22.00 365 days per year.</p> <p>Minor Injury Centre</p> <p>If you are experiencing a minor injury, which needs treatment you may also contact the Minor Injury Centre situated at the Royal Hallamshire Hospital. This service is available to anyone with a minor injury (cuts, falls etc.) Please telephone 0114 2711900 to check exact opening times before you attend.</p> <p>Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.</p> <p>In a genuine emergency you should call 999. Chest pains and/or shortness of breath constitute an emergency.</p>	
8.	AOB	
	<p>Darnall Well-being working with Child Services/Family hub to improve processes and are encouraging them to have a representative available at Darnall for patients to utilise.</p> <p>Darnall Well-Being suggest they be included in new staff induction process.</p> <p>DWB website available for all latest information.</p> <p>Dr KD is trying to improve Women's Health Service at Darnall and is wanting to know what would be helpful. Currently she is wanting to organise a patient focus group to discuss women's understanding about menopause. SMS/Letters have been sent but not received any responses. A patient said he would pass this information to his community to try and rally some interest for the group.</p>	EJ/DE
9.	Date of Next Meeting	
	Thursday 27 th July 2023 at 10.00 a.m. at Darnall Primary Care Centre	

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