**Greenside Surgery Patient Participation Group**

**Minutes of a Meeting held on Thursday 20 June 2019**

**Present:** Dr Christopher Myers, Lesley Law, Jenni Searle, John Byers, Sue Byers, Sue Garfitt, Ian Garfitt.

**Welcome, Introductions and Housekeeping** - Apologies from Maureen Taylor

**The Minutes of Last Meeting of 20 February 2019** – were confirmed as a true record of that meeting.

**Dr Myers - National/Local Updates**

Update from the last meeting – Dr Myers informed the group that Dr Riddell will be a new partner in the practice after Dr Myers’s retirement in August and that Dr Kavanagh would soon be returning from maternity leave. The practice was currently advertising for a new GP. The staffing situation would then be reviewed to see how things work out. It was to be hoped that another member of staff would be coming in but, in the meantime, manpower would have to be spread out. There are no plans to change the open access surgery but waiting times may be longer than hoped.

The Chair asked what Dr Myers thought would be a reasonable waiting time for appointments. Dr Myers replied that he hoped appointments would be within two weeks, even though this was not ideal.

The dictate from NHS England is that more appointments must be made online. Lesley mentioned that appointments for the Nurses’ were not on line yet. However, 25% of appointments may soon be bookable online. A requirement of NHS England is that different doctors will be available for online appointments.

It was noted that some patients were still not turning up for their pre-booked appointments leading to a significant waste of time for both doctors and patients alike. This is still an ongoing problem.

A promotion poster for patients’ information about the new Rotherham Health App is now being advertised in waiting area. There will also be a new National App which is coming out later in the year and which varies slightly to the Rotherham App.

The reorganisation of the primary care networks is progressing but shouldn’t directly affect patients in the greenside practice. The practice may soon have its own pharmacist and there may also be other people working in the practice for things such as medication reviews but it is a process that is evolving so there may be changes at some stage but it will be driven by the practice. It was noted acupuncture service would cease when Dr Myers retires.

Dr Myers informed the group that Dr Ravi would be sitting in on the next meeting. He will carry on updating the group in the same way that Dr Myers has done in the past.

Dr Myers left the meeting at this point.

**Lesley Law, Practice Manager Updates**

Lesley mentioned that patients have been asking if they could come and see Dr Myers before he retires on the 28 August. This will take place between 12.00 and 2.00 pm for people to come in and say their goodbyes to him. There is a book currently available at the reception desk for patients to write their farewell thoughts in.

The practice is advertising for a new GP but is finding recruitment in the current climate difficult. At the moment there is a Locum helping out during Dr Kavanagh’s maternity leave. An advertisement is being placed in more specific medical publications. Other options are the introduction of a Pharmacist and Advanced Nurse practitioners. However, it was noted that there may be some services that will stop when Dr Myers leaves, such as the sexual health service clinic, which may be available at the Hospital.

A requirement of the PPG Rotherham Network is that all minuted meetings of practice PPGs are to be published on practices’ websites within four weeks of each meeting.

The Nurses area was currently being redecorated so there may be some disruption of services.

It was noted, with much regret, that Dr Dawood would be leaving the practice on the 6 August.

It was hoped that not much will change due to Dr Myers retirement; however this remained to be seen.

A call system was being considered, as opposed to using the current ticketing system, and quotes have been requested from the appropriate providers. Also, a Care Navigation system to navigate patients to the specific service they need is also being considered. It is a route that the practice may have to use eventually. A trainer will be coming to the practice in mid-August to inform all staff to see how it would work. It may involve an automated message on the telephone to direct patients to the services they need and the Receptionists will also be trained to direct patients to their required services. There are five practices in all as well as Greenside - Greasbrough, Woodstock Bower, Broom Lane and Broom Valley, that will work in conjunction with each other

**Any Other Business**

Dates for further meetings of the PPG are as follows:

**Thursday 10 October 2019 and, possibly, Thursday 8 February 2020 (however this date needs to be confirmed the with 2020 PLT).**

There was no further business for the meeting.

**Date of Next Meeting: Thursday 10 October 2019 at 4.00pm.**