

St Ann's Medical Centre
Rotherham Health Village
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Doctors: Kitlowski, Start, Mackeown, Forrester, Waller, Bilton, Khan

Patient Participation Group Meeting Minutes 15th September 2015

Present: St Ann's: Dr Waller, Stuart Abbott – Deputy Manager

Patients: 3 patients attended

Feedback from last PPG meeting

- Doncaster Gate Site – it was reported in the Advertiser that there were plans for a college on the site. St Ann's were unaware of this until it was reported in the papers. Plans, if the Advertiser is accurate, is for a College to open in September 2017 and concerns over parking were raised. The terms of our lease guarantee a certain number of dedicated spaces which can be protected by code operated barriers.
- Reducing multiple visits to the surgery – The “one stop” nurse clinics for chronic diseases started 1st April 2015 so that all patients only have to attend for one review of all their conditions. Obviously any immediate problems will still be seen in surgery ASAP.
- Turnaround of repeat medications – are good at the moment
- EPS (Electronic Prescription Service) – where prescriptions are sent electronically to the pharmacy of the patient's choice, is working well at present although one

member of the group did raise issues. On the whole it is safer, faster and more efficient from the practices point of view.

Feedback from Virtual PPG

- Pharmacy First – One patient had asked if and how the practice was promoting Pharmacy First. This is a scheme where pharmacies can diagnose and treat minor ailments and prescribe medication. Where a patient normally doesn't pay for their prescription they still get their medication free, if a patient has to pay the medication is often cheaper than a GP prescription fee. St Ann's has 6ft banners advertising this in both waiting rooms and has just acquired another for the Kimberworth Branch. There are also leaflets available in the reception and a link to the Rotherham CCG promotional web pages in the News Section of our website. Reception staff are aware of the scheme and are signposting patients to the service as are the Triage nurses
- Online Access – It was suggested that St Ann's promotes and expands the use of internet services. This would reduce telephone calls to the practices and footfall to the reception desk. We currently have 4700 registered for EPS which send the prescription straight to the pharmacy. There is also more than 5000 patients registered for Emis Access which is used for the online booking of appointments and requesting of repeat medications. Whilst we still push these services the uptake is slowing down
- Long wait for nurse appointments – it was stated that there was a long wait for nurse appointments. In the meeting Stuart asked if it was appropriate for the receptionists to ask the patient what the problem was to help get the correct clinician. It was felt to be appropriate although experience tells us many patients are not happy to discuss medical matters with receptionists

Feedback from Rotherham PPG meeting

- The meeting was held on the 8th September and one of the main points raised was the test walkthrough of the triage front end that is proposed for the Emergency Care Centre that is currently under construction at Rotherham Hospital. This one day event was cut short at 11:30 after identifying a number of issues with the system. These were taken away for assessment to refine the pathways.

Changes within the practice since the last PPG meeting

- Telephone system
 - Anyone with a Long Term Condition plan (500+ patients) will be able to dial the team directly which will reduce the number of calls taken by reception
- Changes in staffing
 - Dr Khan has joined decided that a partnership in Rotherham is not for him and has decided to revert back to being a salaried GP in Sheffield
 - GP Registrars Drs Wheelband, Froggatt and Bennett-Britton have left the practice in August and Drs Lumley and Weeratunge have joined the practice.

- It was asked why Drs keep leaving. Dr Waller explained that St Ann's is a very busy and hardworking practice and whilst we have a good cohort of GPs our style of practice isn't for everyone. Couple this with a National shortage of GPs, other local areas short of GPs too, it is hard to recruit. That said, St Ann's always has Emergency Appointments every day so Acutely Ill patients will be seen in good time

Any other business

- Electronic Letters – St Ann's is piloting the receipt of electronic discharges from Rotherham Foundation Trust. Since the meeting the pilot has ceased due to problems with testing.
- Pot Holes in the road – there were complaints about the state of the access road around the site. Despite reporting these to Street Pride many times we are still waiting for them to be repaired.

Close and next meeting

To be confirmed