

**Minutes of the PATIENT PARTICIPATION GROUP MEETING**  
**Held at Valley Medical Centre on Wednesday 24<sup>th</sup> April 2019 at 6.30pm**

**Present**

Practice Representative: Liz Sedgwick PM and Dr David Baron

Patient Representatives: Chris Milnes, James Fisher, Janet Kszton, Margaret Derbyshire, Cliff North and Anne Payne

Apologies received from Jim Brackenridge and Judy Pearson

Liz welcomed everyone to the meeting and apologised for Dr Baron who had been on call and had to go on an evening visit. He will join us as soon as possible.

**Minutes of meeting dated 24<sup>th</sup> October 2018**

The minutes of the last meeting were agreed as a true record. The Baby clinic is still running once per fortnight with the Health visitors which we are pleased to report.

**Building Update**

Since the last meeting there has been changes to the ownership of our building. It is now owned by Assura who are a large organisation that owns a substantial number of GP surgeries.

We are in the final stages of completing the Community room and we will have future meetings in this room. Our first group meeting using this facility is the Diabetes Desmond program who will be running a course for newly diagnosed Diabetics in the area.

**New Services**

We now have a Friday morning drop in clinic for the Community Support Worker which is proving quite successful. Our CSW is Amy May. We also have a service for Alcohol and substance addiction which is being run on a trial basis on Thursday afternoons by appointment. This is not a service in competition with the one run at Christ Church it is in conjunction with this.

**Internet speeds**

Being at the furthest North part of the Sheffield Area we have always had problems with our internet connections. The NHS runs on its own secure network called N3 and with more and more reliance on the internet in surgery it is crucial that the system can cope with the demands placed on it. Our internet speed has not increased in over ten years despite everything now being electronic, medical records, prescriptions, information leaflets and all administration functions. The doctors have calculated that they could see an additional 2 or 3 patients for the time they spend waiting for a script to print or to move to the next person.

We have been complaining continuously about this for some time. A new system is about to be implemented and we have been assured that we will be near the top of the list for installation. This remains to be seen.

**Staff Updates**

Following the retirements and changes discussed at the last meeting we have recruited new staff. We have two new receptionists, one who is also a Health Care Assistant which is a big help for cover, a new secretary and some internal reorganisation to prepare for two further retirements in next month. Today is the last working day for Adele Hulbert who has worked at the surgery for over 30 years. Gail Clarke is also retiring at the end of May.

## **Neighbourhood Working**

We continue to work closely with our Neighbouring practices Deepcar and Oughtibridge. The new GP Contract is further formalising this arrangement with practices being required to work together in 'Networks'. These Networks need to have a population of 30-50,000 patients. Our combined population is only 21000 approximately so we need to present a special case for us to be able to continue in a smaller group. Our combined geographical area is the largest in Sheffield which is an justifiable reason. We already have very good community organisations who are engaged with the health needs of the population and even a Health Strategy for the area has been developed. The work at the Community Leisure centre is a further testament to the community engagement for healthy living. The alternative is to join Hillsborough or Grenoside. The latter is inaccessible by public transport for our patients. Hillsborough would find it difficult to cover our area. So with our neighbours we are working together on our case to remain as we are.

A further requirement of the new contract relates to opening hours and accessibility. Across the City there are practices which close on a Thursday afternoon and at lunchtimes. We have never done this. The core hours of the GP surgery is 8am – 630pm. We have a telephone service for the first half an hour of each day. The new contract requires that across the three practices we open for ten hours a week outside of these times. This is before 8am and after 630pm. None of the three practices believes we have the demand for this and these appointments are not additional capacity as we would just have to move appointment times from during the day. Many years ago we opened on a Saturday morning for emergency access but this was seldom used. Our practice uses the out of hours service least often than anyone other practice.

Between the practices we have agreed to divide the requirement between us. It is 30 mins of appointments per 1000 patients. We want to make these appointments be useful and aimed at people who cannot get during the day s usual opening times.

We are proposing having a telephone service and a nurse/phlebotomy service so that the patients needing a blood test for example can have them done before work. We have staff who are willing to do this. We believe this will be the most useful offer to patients. There will be substantial on costs to this as the building will need to be staffed.

A discussion took place and the members of the group present supported the proposal. Thank you.

**Date and Time of Next Meeting will be October 2019.**