

**Valley Medical Centre**  
**MEETING TYPE : Patient Participation Group**  
**DATE : Wednesday 5<sup>th</sup> June 2024**  
**TIME : 2PM**

Attendees	<b>Full Meeting:</b> 4 Practice Staff, 7 patients	
Apologies	4 Patients	
	<p><b>Agenda items for all: Practice Items</b> - Introduction and welcome, Practice Pharmacist Introduction –, New Telephone System Update, Building work at the surgery update, Staff updates, Health campaigns- (spring covid booster, MMR Vaccines, HPV Vaccines, NHS Health checks, Whooping cough vaccine), Stop smoking service, Stocksbridge Leisure Centre Event – 11<sup>th</sup> June (3-7pm) Health Showcase</p> <p><b>Patient Items –</b></p> <p><b>AOB –</b></p>	
<b>Introduction</b> - Welcome to everyone – quick introduction of who everyone is		
<b>Point</b>	<b>Minutes</b>	<b>Action</b>
1.	<p>Practice Pharmacist Introduction –</p> <ul style="list-style-type: none"> <li>- We currently have 2 pharmacists working for the network across all 3 surgeries.</li> <li>- Their role is to deal with medication reviews, monitoring patients on medication, dealing with medication requests including out of stock items. Monitoring patient blood pressures and dealing with medication changes made by the hospitals.</li> <li>- HS is currently doing an ACP Masters course at University and is starting to see patients with minor ailments.</li> <li>- Not all patients will require a face-to-face medication review every year.</li> <li>- Online bookings are not currently available for Pharmacists but simple queries may be sent in using Accuryx admin.</li> </ul>	
2.	<p>New Telephone System - Update</p> <ul style="list-style-type: none"> <li>- There has been a big improvement in the quality of calls after significant input from BT and the phone provider.</li> <li>- The integration system to allow us to link phone calls direct to patients is still not working as it should.</li> </ul>	
3.	<p>Building Work at the surgery - Update</p> <ul style="list-style-type: none"> <li>- The Clinic Room door has been bricked up and a new opening window will be fitted.</li> <li>- The panel under the window in the meeting room has been removed and bricked up.</li> </ul>	

4.	<p>Staff Updates</p> <ul style="list-style-type: none"> <li>- We are currently advertising for a new network pharmacist because of one leaving the network.</li> <li>- Dr Bunn has now left</li> <li>- We have a new CBT worker who will be based here so patients won't have to travel so far to be seen. Patients are able to self refer via talking therapies (previously known as IAPT).</li> <li>-</li> </ul>	
5.	<p>Health Campaigns</p> <ul style="list-style-type: none"> <li>- Spring covid boosters are now finished, we did not have as big an uptake as previously due to a delay in getting our delivery.</li> <li>- MMR and HPV – we have been contacting patients who have missed or had an incomplete course of these vaccines to invite them in for them.</li> <li>- NHS Healthchecks are back up and running as a 5 year programme for 40-74 year olds. We have been given a specific criteria for inviting patients over the next 5 years.</li> <li>- All newly registered patients are offered a medication review if they are on regular medication.</li> <li>- Shingles, we have a rolling programme over the next 5 years where patients are being invited in for 2 doses, six months apart.</li> <li>- Whooping cough – there is a lot of it around and we are promoting vaccinations for pregnant ladies to protect the unborn babies and very young children.</li> <li>-</li> </ul>	
6.	<p>Stop Smoking service</p> <ul style="list-style-type: none"> <li>- This was previously removed from GP practices to Sheffield Stop Smoking Service but we are in the process of trying to reinstate locally available appointments once a week.</li> <li>-</li> </ul>	
7.	<p>Stocksbridge Leisure Centre Event</p> <ul style="list-style-type: none"> <li>- Next week is carers weeks , there is an event at the leisure centre on Tuesday 11<sup>th</sup> June 3-7pm Liz Sedgwick will be there doing a Health showcases of services available locally.</li> </ul>	
<p><b>PATIENT ITEMS</b> - A question was asked about availability of HUB appointments – Appointments are available with GP's, Nurses and HCA's at Fairlawns and High Green 8-8 Monday to Saturday. They get booked via our reception team.</p> <ul style="list-style-type: none"> <li>- Missed Appointments, some patients are finding it difficult to cancel appointments that they can't attend. We have approximately 60 hours per month of wasted appointments.</li> </ul>		<p>Information to be shared with patients about HUB appointments Share with patients how many hours are wasted and how to cancel appointments.</p>

<ul style="list-style-type: none"> <li>- Patients checking on referrals</li>   <li>- GP provision for all the new housing - we are currently well staffed with good provision for our patients. Our patient figures have not fluctuated much over recent years.</li> </ul>	<p>Remind patients how to check referral status on NHS APP</p> <p>We need to continue to signpost patients to other services that we have available as well as our GP's</p>
<b>Diary Dates</b> - (date to be confirmed)	