**PPG Patient Steering Group – Meeting 25 - Minutes 18/11/19**

Present: Evelyn Hemper (EH)Temporary Chair & Secretary; Mark Fenwick (MF); Sarah Gill (SG); Richard Hemper (RH)

Dr N Ahmed (NA) Partner; Blake Foster (BF) Practice Manager; Kathy Peasegood (KP)Deputy Practice Manager

Apologies: Jemma Smith (JS) Admin Support

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| **Subject** | **Action Point**  |
| Minutes from meeting 24 held on 17/09/19 were agreed | N/A |
| Evelyn welcome Sarah to the meeting.**Feedback from Practice**Blake reported the following:* Doctorlink is online and working well. Doctorlink fullfills the contractual requirement for the practice to provide an online consultation service for patients from April 2020. Chapelgreen went live in November as an early adopter in Sheffield.
* The practice has a contractual requirement to make available 25% of appointments for online booking. Currently the practice provides more than this. The practice is also trialling a new nursing rota that is easily adaptable for online booking. Nurse appointments are due to go live on 2nd December 2019.
* The practice has a requirement to provide to 1 appointment per 3000 patients to allow NHS 111 to directly book appointments for patients, this reduces appointments by 5 per day.
* A self-testing room for patients to enable them to take their blood pressure, height and weight has been provided at both sites. This should reduce face to face appointments and increase appointment availability.
* An apprentice (Vanya) has been appointed to work with the care coordinators, to support call handling requirements. The practice is also trying to recruit a second apprentice to support the administration team. Both apprentices will be working towards Customer Care Practitioner qualifications.
* Two members of staff are on long term sick (1 nurse and 1 care practitioner), This is impacting on call handling and the availability of nurse appointments.
* When the roof repairs are complete at Burncross the central island in the car park will be removed to provide additional parking. The accessible parking space will be relocated to a better position.
* There will be an increase of 2 full time clinical Pharmacists working across 5 practices instead of 1 full time working across 3 practices.
* The practice is raising money for a community defibrillator. PPG to come up with suggestions for fundraising and attendance at events to support this initiative. Practice staff are completing a fun run in April.
* New banners are being displayed to advertise services available at the practice. n
* Doctor Lisa Philip has been appointed on the NHS Sheffield CCG governing board.
* Blake Foster has completed Level 7 in Advance Primary Care Management. This is a new qualification for the industry, Blake is one of only two practice Managers in Sheffield to have this qualification.
* The GP Assistant Programme which Chapelgreen had secured a placement for a staff member has had to withdraw due to additional practice requirements. The practice continues to support the staff member to develop clinical skills in order to become an Emergency Care nurse.
* In order to look after staff wellbeing in terms of mental health, an online platform “Smarthive” has been provided by the practice to give advice and benefits to staff.

There was a discussion as to how Sarah could become involved in the PPG. It was agreed that Sarah will liaise with Blake regarding updating Social MediaSarah requested the Terms of Reference Document. Derek to provide this to Sarah.  | 01ALL02DB |

**Dates for 2020 meetings are to be confirmed**

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| **Meeting No** | **Day**  | **Date**  | **Time**  | **Venue** |
| In the short term it was agreed to arrange dates meeting by meeting.  |  |  |  |  |
| **26** | **Tuesday**  | **10/03/20** | **12:30** | **High Green**  |

**List of Action Points brought forward**

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| **No** | **Action** | **Result** |
| 03/18 | Ensure review of the quorum numbers is on the AGM agenda (see also decision 07 below).Update:This action is carried forward to ensure visibility. | EHC/F |
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| 01/24 | Evelyn to distribute Derek’s reply to Sarah Gill to the PPG.  | DB/EHDisc |
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**New Action Points**

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| **No** | **Action** | **Result** |
| 01/25 | PPG to provide fund raising suggestions for the Community Defibrillator. | ALL |
| 02/25 | Derek to send Terms of Reference document to Sarah Gill  | DB |

**List of Decisions**

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| 01 | 1 week prior to the meeting members of the Steering Group to confirm attendance, to allow Derek to book a suitable room.  |
| 02 | An agenda item needs to be requested for the next joint meeting with the Management team (09/08/16) to discuss how we can work together to resolve appointment issues.  |
| 03 | It was agreed to hold future meetings on the third Wednesday of the month on a bi monthly basis at 02:30 pm. The meetings will take place alternately at Burncross and High Green. |
| 04 | Review election of Chair and Deputy Chair (agenda item 02 meeting 9 19/04/17). The election was reviewed, and it was agreed that Christine will remain as Chair and Derek will remain as Deputy Chair. Update - Decision 6 replaces this decision.  |
| 05 | PPG members can turn up in the waiting rooms on an adhoc basis to speak to patients without giving prior warning to the practice staff. They need to report to the receptionist and sign in. |
| 06 | The committee members were elected in December 2017. They are as follows:Chair Christine De-Bruyn; Deputy Chair Derek Broomhead; Secretary Evelyn Hemper.Update – Decision 10 replaces this decision. |
| 07 | Quorum numbers reduced from 5 to 3 (meeting 18 17/10/18). This will be reviewed annually at the AGM.  |
| 08 | PPG revised Terms of Reference (TOR) where ratified (meeting 19 19/12/18). |
| 09 | Evelyn Hemper to supply secretarial resource for meeting 23 (July 2019), but will be unable to vote on PPG matters (meeting 22 28/05/19) and for meeting 24 (September 2019).  |
| 10 | The committee members were elected, they are as follows:Chair Derek Broomhead; Deputy Christine De-Bruyn; Secretary Evelyn Hemper. |