

Patient Representative Group Meeting

Date: Thurs 7th June 2017

Present: Dineke de Jong, Tim Nelson, Jenny Bristow, Steve Joseph
Susie Uprichard, Pippa Fitzsimmons, Dr Gurjit Barn, Karen Deakin (Community Support Worker) and Alison White (minutes)

Agenda	ACTION
Minutes of last meeting accepted. No additional comments	
Apologies and introductions and welcome to the new member Minutes of Last Meeting Matters Arising Prescription Order Line Update Neighbourhood update Practice Newsletter Information about the 'Prescribing Stop' list The car park AOB	
Apologies and introductions New Member – Joanna Robinson Accepted to group but unfortunately not able to attend today.	
Karen Deakin - Community Support Worker (CSW) CSWs are employed by Sheffield City Council. Karen is based in Moorfoot Building but works within Hanover, Shoreham Street, and Sharrow Lane surgeries as well as Porter Brook. Karen has been with the Practice since July 2016. CSWs cover all surgeries in Sheffield and are an incredibly useful source of information and knowledge for things that GPs do not have specific expertise in such as referring for advice on benefits, housing, being socially isolated and social prescribing. CSWs act as a source of information and pass patients onto relevant organisations and individuals. CSWs receive referrals from the GP surgery, district nurses social workers etc. anyone involved with the patient in this sort of capacity. The role of the CSW includes visiting patients in their homes to advise and will go with patients to relevant meetings with other organisations should they need this extra support. They offer help regarding benefits, tenancy issues, family issues (particularly if have young children), food bank access, equipment adaptations, independence provision, daily living skills – diet, cooking, de-cluttering, personal target setting. They also work alongside Ship Shape trainers and TimeBuilders at St Mary's Church and Heeley City Farm. The importance of services connected to CSW work was highlighted at recent clinical training afternoon in relation to mental health. e.g. teaching skills and resilience relating to benefits, drugs, loneliness, self-care, money management, walking groups, volunteering, food banks.	Karen Deakin

<p>Karen has offered to write a short piece for the next Practice newsletter regarding social prescribing and services.</p>	
<p>Monitoring – Texts and DNAs (Did Not Attend)</p> <p>Patients who have consented to text messages now receive a text after they have DNA'd an appointment. This informs them of the DNA and advises in future that they cancel unwanted appointments as soon as possible.</p> <p>The average weekly DNA figure is 65 per week. This is proportionately small in comparison to the total number of appointments offered each week.</p> <p>Consent for text messaging is required under Data Protection. A patient must consent before text messages can be received.</p> <p>Suggestion made by the group that patients should be asked if they would like to consent for text messages for a targeted period. Staff could ask this opportunistically and this could also be in the newsletter, as well as advertised at the self-check machine and Reception Desk. Text messages could also be used to promote health campaigns and not just information related to appointments and DNAs.</p> <p>DNA policy – when patients miss a number of appointments, they receive a letter advising them of the importance to cancel appointments in time and informs them of the various ways in which appointments can be cancelled. The group thought it would be useful to review DNAs over the coming months and also confirm how many of these consented to receive text message. Feedback at next meeting.</p>	<p>Adam/Pippa Reception</p>
<p>Prescription Order Line (POL): PRG meeting attended by Jenny Bristow</p> <p><u>Summary</u></p> <ul style="list-style-type: none"> • Suggestion that opening hours to be extended for a late evening • Being told what number you are in the queue – mixed views on how useful this was • Further access to medical records – quite contentious; to be discussed with participating GP surgeries • Educational cost-saving messages and safety messages to be changed regularly • POL have interviewed for new staff to expand <p><u>Prescription Order Line (POL) Update</u></p> <p>Now expanding area to include Practices who use EMIS (Patient Database). Discussion of using local media to advertise the POL. Expansion to include: Cover Court, Duke Street, Whitehouse Medical Centres. Meeting took place 02.06.17 with these Practices to start process.</p> <p>Since the introduction of POL, the number of patients signing up to online services has increased. This may be due to limited opening hours of the POL</p>	

<p>Neighbourhood Update</p> <p><u>City Centre</u></p> <p>Social prescribing: Exploring 'Green Gym' initiative where open spaces are transformed into allotments or tree planting schemes. Some projects in Leeds and in the South have worked with Green Gym and Secondary Care Services to develop areas around the hospitals to be used as allotments and garden areas. There is an initial £30,000 set up cost for each project for it to be run by Green Gym before being passed on to the community.</p> <p>Gym Green suggests for every £1 of investment there is an estimated £4.01 return in decreased admissions and mental health referrals. Dr Goddard to explore further.</p> <p>Locally ShipShape, Zest, Plot 44 at Rivelin have similar projects and may consider this at some point in the future.</p> <p>General Cemetery and U3A at Whirlow also discussed as local groups. There are various projects around the City.</p> <p>Contact Details for U3A Telephone 0114 255 8948 or email: Shelagh@woolliscroft.com or alisoncowper@tiscali.co.uk</p> <p>Mental Health – Exploring the possibility of a joint bid to the Health Foundation with North 2 Neighbourhood to provide additional services to support mental health patients, such as 'buddies' in surgeries to help patients get to appointments and groups. This project is working well in Pitsmoor and the aim is to roll out across whole neighbourhood.</p> <p>University Neighbourhood</p> <p>Plans for Sheffield Teaching Hospital Diabetic team to run clinics at the City Campus and University Health Service. This will be for 18-24 year olds with Type-1 diabetics only. Aims are to increase continuity of care. Some specialist equipment will be bought by the Practices as funding is not available.</p> <p>Mental Health students – this is ongoing work in conjunction with the city wide review of mental health provision. Additionally, the Neighbourhood are analysing why there are such high attendances at A&E and the Walk In Centre by the practice population.</p>	
<p>Practice Newsletter</p> <p>Content agreed. Some minor changes to the layout.</p>	Pippa
<p>Prescribing 'stop' lists</p> <p>As part of a national campaign GPs have been recommended by the Sheffield Clinical Commissioners to not to prescribe certain medications. In some instances this will include medications such as paracetamol, hay fever tablets,</p>	

<p>Ibuleve gels. Discussion how best to promote this in the waiting room to get the message across as it is felt there is too much information already on display. Proposal for members of PRG to meet outside of the PRG meeting to decide how best to manage this.</p>	<p>Pippa</p>
<p>The Car Park Complaint from a patient about being blocked in. The car park is shared with Porter Brook Dental Surgery and Lloyds as well as patients.</p> <p>Whilst some staff walk or cycle, car access is required to perform home visits, attend meetings and get from Porter Brook over to second site at SHU, to do early morning and late night surgeries.</p> <p>PRG group in attendance, say they usually park on Cemetery Road or Waitrose, however have parked in the car park but do not always expect spaces to be available.</p> <p>Proposal for the Notices about 'Blocking In' be taken down as this may encourage double parking. However it is helpful for Reception staff to be made aware if a visitor/staff has blocked someone in as they may need to contact them to move their vehicle.</p> <p>No solution was found, however re-wording of the notices may help. Additionally all staff to have notices in their cars so they can be contacted if blocking another vehicle.</p>	
<p>AOB Music and radio being played in surgery waiting room – felt by some to be disruptive/unnecessary. Clarification from Susie that playing it is an attempt to help with patient confidentiality at the desk. Steve to think about how to investigate waiting room confidentiality and whether there are other solutions.</p>	<p>Steve</p>
<p style="text-align: center;">Next Meeting: Thursday 14th September 2017 Forthcoming meeting dates: 28th November 2017</p>	