

Patient Representative Meeting

Date: 12th October 2016

Present: Joanna Robinson, Charlie Khan, Raza Hussain, Tim Nelson., Rob Bragg, Jenny Bristow (chair),
Dr Gurjit Barn and Pippa Fitzsimmons (notes)

Apologies: Steve Joseph, Sarah Jane Smalley, PJ Hughes, Susie Uprichard and Kirsty Goddard

Minutes from previous meeting accepted as accurate record.	ACTION
Matters Arising – Nil	
AGENDA items	
<p>Feedback from time spent in the waiting room: comments were circulated. Some themes appeared to be around patient experience such as waiting to be seen and collection of prescriptions. Some patients reported an awareness of the Patient Group, however not everyone was aware of the online services. Some new patients wanted to sign up for this service, but found this could not be done at the point of registration. Pippa explained that the patient registration details need to be on the system first before a patient can register for online services. Therefore it is not always feasible to do this at the point of registration if the phones and front desk are busy.</p> <p>There were some practical points raised such as the area outside the front entrance of Practice – there is a slight lip into the foyer and this makes wheelchair access difficult. The Practice will look at finding a way to alter this.</p> <p>The issue of no toys for children in the waiting room was also raised and a suggestion was made by the patients and the Patient Group that some wipeable books could be available. The surgery to discuss with Infection Control Lead to clarify the requirements to ensure no contamination.</p> <p>The group felt feedback from the waiting room was insightful and plan to carry out more sessions over the coming months with additional volunteers from the group. Pippa to liaise and co-ordinate.</p>	<p style="text-align: center;">PF/HG</p> <p style="text-align: center;">PF/KW/AK</p> <p style="text-align: center;">PF</p>
<p>Prescription Order Line: this is a pilot over the next few months run by Clinical Commissioning Group's (CCG) Medicine Management Team. The main focus is to manage medication waste and to improve patient safety. During the pilot, local pharmacies will not be able to order repeat medication on behalf of patients which has caused some inconvenience for some patients. Pippa reminded the group that repeat prescriptions can still be ordered by post or through the Practice's online services.</p> <p>Some of the group raised concerns that the local pharmacy does not always remind patients when their last prescription has been issued. This is part of the 'managed repeats' where the Pharmacy orders the prescriptions on behalf of the patient, however as stated above the Pharmacy will no longer be able to do this for patients for the duration of the pilot, unless the patient is vulnerable.</p>	
<p>Pre-Diabetic work and National roll out: the Practice is proactive in managing patients with a diagnosis of diabetes but is now looking at patients who are likely to develop diabetes. The practice will target those patient that are at high risk of developing diabetes for example those patients who have become diabetic only during pregnancy. The practice will</p>	

<p>be involved in offering those high risk patients interventions over a 9 month period that could reduce their risk of developing diabetes. This intervention is part of a national programme to target pre-diabetes.</p>	
<p>Neighbourhoods: With support from the CCG, Sheffield GP practices are currently forming 'Neighbourhoods'. These are groups of GP practices with similar patient groups working together to improve community services, including the voluntary sector, for their practice populations. They will also work 'at scale' to procure services to improve, standardise and hopefully make savings.</p> <p>As Porter Brook is a dual site practice, Student Health at SHU site will be joining the University Neighbourhood with the University of Sheffield. Whilst the Porter Brook site will be with the Upperthorpe Medical Centre, Devonshire Green Medical Centre, Harold Street Practice, Mulberry City Centre Practice and Crookes Valley Medical Centre.</p> <p>On behalf of Dr Nikki Bates, Pippa asked the group how could we engage to ensure we reach patients – their response was as follows:</p> <p>Where English is not a patient's first language services could be promoted via Asian TV and Radio channels, the Mosque, schools and colleges as well as the universities.</p> <p>It was also suggested meeting up with other Patient Representative Groups to discuss this subject.</p> <p>It was also suggested using the Sheffield Taxi Drivers Facebook page - this has over 1500 members.</p> <p>The group would like invite Dr Bates to the next meeting to discuss further.</p>	<p>PF/NAB</p>
<p>Practice Newsletter: It was felt the contents of the current Newsletter were informative but the group suggested health promotion should be included – for example recommended diet for diabetic patients.</p> <p>Agreed to publish the Newsletter quarterly as follows January, April, July and October.</p>	
<p>Future Meeting Dates: Agreed to co-ordinate meetings month before the release of the Practice Newsletter therefore the dates to be circulated are as follows: Thursday 1st December 2016 – please note this will be instead of the planned meeting in November Tuesday 7th March 2017 Wednesday 7th June 2017 Thursday 14th September 2017</p>	
<p>AOB</p>	
<p>The current issue in the national News about 'Reception staff putting off patients seeing their doctor' following a Cancer UK survey was raised. Robert Bragg wanted to note his personal experience at Porter Brook is quite the opposite. He feels the Reception team are always very helpful phrase questions sensitively. This was echoed by the Group and this positive feedback will be shared with the Reception team.</p>	<p>PF</p>
<p>NEXT MEETING: Thursday 1st December 2016</p>	