

MINUTES OF THE VIRTUAL PPG MEETING HELD ON 1 MARCH 2022

1. **Present:** JL, ET, CHi, RC, SC, IB, JR,
2. **Apologies:** CHe, ST, PS

ET informed the meeting that new member AD has joined our PPG. We welcome him to the Group.

3. **Staffing Update**

ET informed the meeting that GP Registrar Dr Leon Lau has joined the Practice. Marcelle Jaggar has been appointed as Pharmacy Technician, working across the Mast Primary Care Network.

4. **Building**

JL informed the meeting of plans to modernise and upgrade floors within the Health Centre. Externally, work will be undertaken around the building, replacing paving flags with a tarmac path. She said that the aims of the upgrades are to enhance safety for patients, staff and visitors. RC commented that the path upgrade is a welcome development, as different exits will continue to be used.

5. **Patient Access**

JL informed the meeting that the Practice continues to increase face-to-face appointments, and is planning to re-introduce on-line booking next month. The practice offers GP and Nurse appointments on an evening and can access weekend appointments at HRI. Extra phlebotomy clinics are being held to reduce the backlog. Julie said initial teething problems of the new telephone system are easing, and will improve further when on-line booking is restored. IB highlighted an occasion when the e-consult facility had been disabled out-of-hours, which placed additional demand on telephone access. JL to look into this.

JL said that patients now have a much better understanding of the new telephone system. JR said that the message announcing position and time in queue is valuable. RC asked if the Practice had considered replacing the automated voice introduction, as previously the message was recorded by Dr Waller. ET said that this had been discussed, and Dr Waller is happy to re-record the message. This was welcomed by everyone present. JL thanked PPG members for their constructive input and said that the Practice always appreciates ongoing positive and negative feedback, so that improvements can be made.

6. **Primary Care Network (PCN) Update**

JL said that the PCN continues to evolve, and has a strong, effective workforce, which benefits all Practices. Staff across the PCN are working together to deliver two health inequalities projects. The **Wellbeing Bus** will take to the road again in April/May. A **Community Garden** project, involving local schools and charities, is to be created at Skelmanthorpe Health Centre, with an Open Day in May. CHi offered to take photographs and help to promote this work.

7. **Covid Vaccination Update**

JL informed the meeting that high risk 4th dose vaccinations have been completed, along with high risk children aged 5-11. The practice will continue to vaccinate high risk, vulnerable groups. Going forwards, vaccinations will be administered at hubs - John Smiths Stadium and Cathedral House, as this will allow practices more time for patient care. The practice continues to encourage patients to wear face coverings when attending the Practice.

8. **Website**

ET informed the meeting that the Practice is reviewing the website and considering different templates. Prior to the meeting, ET asked PPG members to look at the website and bring comments and suggestions to the meeting for discussion. The following comments were offered:

- Difficult to navigate and find things
- Austere tone of some information
- Inconsistent style and presentation of information
- Home screen too busy

RC said that he has looked at two excellent GP Practice websites, one in Plymouth and one in Cleveleys, which are clear and easy to navigate. ET said that website improvement/upgrade is work-in-progress, and there will be an opportunity for PPG members to be involved in a soft launch and test out the re-developed website.

9. **Newsletter**

CHi suggested that the role of the PCN Pharmacist team could feature in the Spring Newsletter as the Focus On piece. ET to provide CHi with details of a team contact.

ET requested an article on Military Veteran Status. CHi informed the meeting that the editorial deadline is 29 March.

10. **Audiology Service**

ET informed the meeting that In-Health is no longer the provider of Audiology services. In-Health will continue to provide consumables, eg batteries, tubing. Patients requiring a review have the option of travelling to In-Health in Manchester, for a limited period as part of the contract termination, or starting a new pathway with a local provider (Specsavers, Scrivens or HRI).

11. JL thanked everyone for joining the meeting. It is hoped that the next meeting will be a face-to-face meeting in June.

The meeting ended at 14:20pm.

/CH/JL/ET/PPG Minutes 1 March 2022