

Patient Representative Group (PRG) Meeting
19th June 2018

Present: Tim Nelson, Dinkee de Jong, Jenny Bristow (Vice Chair), Patricia Taylor, Joanne Robinson, Sally Taylor, Dr Kirsty Goddard, Susie Uprichard (Chair) and Pippa Fitzsimmons (minutes)

Apologies: Steve Joseph

Introductions: Welcome to new member Sally Taylor

Matters arising

Waiting room survey, urgent care update were discussed agenda items

AGENDA ITEM	ACTION
<p>Music in the waiting room survey Reviewed the draft questionnaire. It was felt a brief explanation at start of questionnaire would be helpful to state privacy issues at the Reception desk.</p> <p>Survey to be carried out from July for patients visiting Porter Brook site and November at SHU site</p> <p>There was a general discussion about the value of information in the waiting room – views were mixed, some prefer to have the information and will always read the posters, while others find there’s too much so don’t read any. The new media screen is to impart education and has the ability to play short educational video clips. It is hoped some patients will find this beneficial.</p>	<p>PF</p>
<p>Urgent care update PRG member, SJ attended a recent consultation following an invite from the Sheffield Clinical Commissioning Group to Patient Participation Group members across the city. A summary of the meeting will be circulated once it is to hand.</p> <p>Urgent care during surgery opening times was discussed together with a case for trying to improve general public awareness of resources available should the need arise when the surgery is closed.</p> <p>There have been comments that urgent care would be a more centralised with calls going through 111 with more clinicians triaging calls and less use of resources.</p> <p><i>Comments from the PRG Group:</i> The definition of urgent care can mean different things to patients and clinicians.</p> <p>PRG members completed survey because it had been circulated by the Practice - they were not aware of public promotions.</p>	
<p>Nomination “Best Surgery of the Year” award. The Practice has received an anonymous nomination for this award. There are 82 other practices nominated in the UK, with Porter Brook & Student Health at SHU being the only entry for Sheffield. Closing date for voting is on 10th August 2018. Pippa to check if there is an age limit for voting.</p> <p>Post meeting note: the People’s Choice Award Organisers have confirmed there is no age limit to vote, but whoever pays their mobile phone bill should give permission to send a text vote.</p>	<p>PF</p>
<p>DNA man (Did Note Attend) – this is a life-sized cardboard cut-out of a superhero type character based in the waiting room by the self check-in machine. The aim is to</p>	

<p>increase awareness of cancelling appointments if no longer needed so these can be offered to other patients. Majority of the PRG felt this was a good promotional idea.</p> <p>The Practice to review the impact on attendance since the introduction of the DNA man. This may be difficult to accurately analyse due to the many other factors which impact on appointment attendance.</p>	<p>PF</p>
<p>NBH update: City Centre Neighbourhood: mental health services in the Pitsmoor area are well established due to the service model set up for projects and they now have a thriving allotment, outdoor groups, support with attending appointments etc., for people with enduring mental health need. More details can be found on the website http://www.pitsmoorsurgery.co.uk/sage-greenfingers-project</p> <p>The City Centre Neighbourhood are proposing to adopt a similar model for patients with enduring mental health needs who do not fit the criteria for support under the current mental health services.</p> <p>To support the early stages of this project, the City Centre Neighbourhood will employ mental health professionals to identify the gaps and collate data to highlight and evidence the need for service development/transformation.</p> <p>Social prescribing – as a Practice we are continuing to look at all preventative measures to keep people well pulling in voluntary sector in to provide all round care. We are raising the profile of social prescribing within the Practice with presentations to the clinical team from Sheffield MIND, Why Weight and Sheffield City Council Community Support Worker, Karen Deakin.</p> <p>We propose to run ‘Why Weight’ sessions in the Practice from September. ‘Why Weight’ is a free self-referral service to patients wanting to manage their weight.</p> <p>Student NBH – the City Centre Neighbourhood are also looking at mental health provision by developing an outreach mental health clinic based in both university Practices. The priority group for this service will be patients who require timely access to mental health professional, complex medication reviews and/or diagnosis and those who struggle to engage with Mental Health Teams due to university term times.</p>	
<p>Meeting dates: 24th October 2018 and 19 January 2019</p>	
<p>AOB</p>	
<p>Breast screening recalls: A recent feature in the national news reported patients aged 68 – 71 had not been recalled for Breast screening since 2009. Members made proposed this should be a Newsletter item, and suggested patients may want to keep a record of when their screening dates are due.</p>	<p>PF</p>
<p>Susie Uprichard, Business Manager, will be retiring on the 12th July 2018. Susie has worked for the Practice for over 20 years. The Group wished her well and thanked her for her contribution to the group. Rachel Pickering has been appointed into the role and will join the Practice on the 2nd July. Rachel is very experienced and has worked in the NHS for many years. She is hoping to meet the PRG at the next meeting in October.</p>	
<p>NEXT MEETING: Wednesday 24th October 2018 at 6 pm</p>	