

Patient Representative Group Meeting

13 June 2019

Present: Patricia Taylor, Sue Pass, Caroline Irvina, Tim Nelson, Sally Taylor, Dr Kirsty Goddard, Rachel Pickering, Pippa Fitzsimmons (mins)

Apologies: Jenny Bristow, Joanna Grant, Steve Joseph and Julie Podziewska

Welcome and introductions – welcomed Caroline as a new member to the group.

Matters Arising:

Recorded Telephone message – there isn't an announcement for the queue position – **ACTION** Adam Havenhand (IT Manager) to see if this can be added.

PRG Membership - Recruitment drive: Clinicians are continuing to seek out new members to join the group. Maximum number in the group is 15, currently we have 9 members. ST's family member to join the group and will be sent details. We will also ask the Student Union if they are able to link in with topics for discussion for example contraception to enable us to have views from our student co-hort. **ACTION** – Michelle Varney (Branch site manager).

Chair Person – Jenny Bristow has put herself forward as chair and members present have approved the nomination. Members have also have proposed the chair should be in post for one year. All patient members present verbally consented for their contact details to be shared with Jenny as chair so she can make contact regarding the agenda etc.

Patient Focus Groups – SP to contact Pippa to pass on information about themed days. The group discussed the purpose of the Patient Focus groups – they visualized them to ongoing events ranging from carers, diabetes and diet advice, drug awareness. ST volunteered to run the groups. Currently the surgery has Smoking Cessation worker offering appointments on Monday mornings, Mind and Memory Group (for the over 55s wishing to improve their memory) and Health Trainer from Shipshape offering advice on diet and lifestyle – appointments Monday lunchtime.

Neighbourhood Update – City Centre Neighbourhood – the CITY (Connecting In To You) project summary – this will be delivered via Zest (Third Sector) funded following a successful bid. The project is looking to recruit mental health support worker, senior health trainer and project support officer. Plus a senior mental health clinician (possibly a psychologist) attached to the project. Evaluation of the project will be undertaken by SCHARR (School of Health and Related Research). It was felt that the Patient Focus groups would be beneficial for evaluating around patient comms.

Neighbourhoods have now changed to become 'Networks' – this is a more structured contractual way of working and as a result Practices can only sit in one Network, whereas under the previous structure of Neighbourhoods we were able to sit in two

Neighbourhoods. For us this meant we were part of 'City Centre' for Porter Brook patients and 'Student' for our students at SHU. We have now moved all our patients into the 'City Network' and ring-fenced funding for the students to enable us to continue to work in collaboration with the University of Sheffield. A question was raised about the impact of this and the surrounding building work as this is likely to increase our list size. We would be funded for this and would manage this by increasing our resources to accommodate.

Physician Associate – positive feedback from the group regarding Ibrahim Adeyemi. Physician Associate is a new role within the NHS clinicians and originated from USA. Their role is to see, treat and diagnose however currently they cannot prescribe, they can issue prescriptions but these need to be authorised by the GP. First Contact Physios will also be joining the Practice later this year and we are also exploring other innovative workforces.

Newsletter – example attached Stag Medical Centre – their newsletter is created by the Patient Group and supported by the Practice. The group thought the content was very good and were happy to take this on. As part of the discussion members agreed to consent to receive emails and surveys to form a virtual group.

Care Quality Commission (CQC) annual review - formal annual regulatory review helps CQC to prioritise their inspections where the information suggests that the quality of care at the practice has changed since the last inspection; this can be either a deterioration or improvement. Introducing annual reviews enables CQC to carry out more focused inspections that concentrate on the areas with the most change. Our last full inspection was in 2016 and we were rated 'good'. Our annual review was carried out at the practice on the 11th June 2019 and we have been advised an inspection will take place in the next 6 months to review the positive areas of improvement within the service.

National Patient Survey – reviewed data available on **GP Patient Survey** (<https://www.gp-patient.co.uk/>) – Porter Brook is ranked one of the highest in the area in comparison to other surgeries. ST kindly offered to review the data and bring back to the group.

TN's email to the Practice Manager - Pippa to action these outside of the meeting.

NEXT MEETING: 17th September 2019 6 pm