

## Patient Representative Virtual Meeting

Date: 29<sup>th</sup> April 2019

Agenda	ACTION
<ol style="list-style-type: none"><li>1. Apologies and Introductions</li><li>2. Minutes of last meeting</li><li>3. Matters Arising</li><li>4. Purpose of the group, agenda and chair</li><li>5. Patient Focus Group – themes</li><li>6. Urgent care update</li><li>7. Neighbourhood update</li><li>8. Physician Associate</li><li>9. Meeting dates for 2019</li></ol>	
<ol style="list-style-type: none"><li>1. Matters Arising</li></ol> <p><b>Flu Campaign</b> Out of date advertising for the flu clinic on the practice screen and website has now been updated</p> <p><b>Branding</b> New signage for the surgery is now up and in place. We have applied to the Council Planning Department for an additional sign on the grass area in front of the surgery.</p> <p><b>Telephone Message</b> The message loop has now been removed to hear the message once. The phone system always announces the queue position however this may jump from position 9 to 3 given as a previous example, depending on the number of calls being taken at the same time.</p> <p><b>Newsletter</b> We are going to be looking at ways of communicating effectively with our patients and use various forms of communication. Ideas welcome!</p>	
<ol style="list-style-type: none"><li>2. Purpose of the Group/Agenda/Chair</li></ol> <p>At the last meeting Members of the group agreed that annual active campaigning for new members would be a good idea. The practice has begun the campaign to recruit members with new poster in the waiting room, website and screen and from clinicians.</p> <p>Members on the patient group representative have now confirmed their commitment to the group, currently we have 9 members.</p> <p>We have had one nomination for the position of Chairperson. Reminder to all</p>	

<p>patient groups members (present and not present) to put forward nominations by the end May 2019.</p> <p>All members to be reminded to confirm their meeting preference days/times as well as feedback from virtual group meeting format.</p> <p>Terms of reference and ground rules to be reviewed following new group membership at the next meeting.</p>	Pippa
<p><b>3. Patient Focus Group</b></p> <p>The previous meeting the group agreed to work on a quarterly theme of patient education, feedback and patient/practice engagement. Ideas that came were:</p> <ul style="list-style-type: none"> <li>• Macmillan cake morning</li> <li>• Marie Curie</li> <li>• Mental Health awareness and service navigation/World MH Day 10<sup>th</sup> Oct 2019</li> </ul> <p>Pippa to follow this up with the help of PRG members</p>	Pippa
<p><b>4. Updates</b></p> <p><u>Neighbourhoods</u></p> <p>Recap by Rachel/Dr Barn. Neighbourhoods are a national initiative to work with local practices to enhance services by cross working at scale. We are a part of two neighbourhoods – City Centre and Student.</p> <p style="text-align: center;"><b>City Centre Neighbourhood</b></p> <ul style="list-style-type: none"> <li>• The City Centre Neighbourhood have been successful with a bid for monies from the Sheffield CCG to support a community mental health service working closely with third sector partners Shipshape and Zest (Porter Brook, Upperthorpe, Hanover &amp; Devonshire Green, Harold Street and Mulberry Clinic) have mental health patients who are in need.</li> <li>• The City Centre Neighbourhood are now in the process of recruiting a more senior mental health professional to help practices access existing resources and identify the gaps. This may include 1:1 support for mental health patients.</li> <li>• Other workers are being appointed – health trainer, community mental health Support Worker. The project will start in July.</li> </ul> <p style="text-align: center;"><b>Student Neighbourhood</b></p> <ul style="list-style-type: none"> <li>• The Student Neighbourhood have managed to secure some additional psychiatry time shared with University of Sheffield health practice – he has now started with the practice.</li> </ul>	

<ul style="list-style-type: none"> <li>• IAPT/CBT teams have started delivering sessions on site at the Universities via working with people who have chronic conditions, adapting to Uni life, stress anxiety management.</li> <li>• A review of IAPT services and other Health and Well Being support services will take place over the summer.</li> </ul>	
<p><b>5. Urgent Care Update</b></p> <p>We understand the CCG are in the process of carrying out a second consultation and are carrying out ongoing analysis/holding design group meetings and holding meetings with stakeholders to determine a future strategy.</p> <p>Surveys for Practices to give feedback are now closed. The CCG are still in the process of information gathering so there is little to update on at this stage.</p>	
<p><b>6. Physician Associate</b></p> <p>We have recently recruited a Physician Associate, Imran who will be will be working full time at the Practice starting in May 2019.</p> <p>Health Education England have described the role of Physician Associate as a new healthcare professional, who, while not a doctor, work to the medical model with the attitudes skills and knowledge base to deliver holistic care and treatment within the general medical and/or general practice team under defined levels of supervision. Feedback from surgeries in Sheffield who already employ Physician Associates are that they are enthusiastic and keen and have a 'can do' attitude. They are also building up relationships with patients and providing continuity of care.</p>	
<p><b>7. Meeting Dates</b></p> <p>The next meeting will be held in 11<sup>th</sup> June 2019 – members to confirm the best times to meet.</p>	
<p><b>Next Meeting:</b>  <b>Thursday 13th June 2019 at 6 pm</b>  Porter Brook Medical Centre Meeting Room</p>	