

Patient Representative Group Meeting

Date: 31 January 2019

Present: Jenny Bristow (Vice Chair), Tim Nelson, Tricia Taylor, Susan Pass, Rachel Pickering (Business Manager) Dr Gurjit Barn (GP Partner)

Agenda	ACTION
<ol style="list-style-type: none">1. Apologies and Introductions2. Minutes of last meeting3. Matters Arising4. Purpose of the group, agenda and chair5. Patient Focus Group – themes6. Palliative care – patient survey – (Pippa to circulate information via separate email)7. Urgent care update8. Neighbourhood update9. Meeting dates for 2019	
<p>1. Apologies and introductions</p> <p><u>Apologies:</u> Pippa Fitzsimmons – Practice Manager Dineke De Jong – Patient Representative</p> <p><u>Introductions:</u> Welcome to Susan Pass new member</p>	
<p>2. Minutes of last meeting - Approved.</p>	
<p>3. Matters Arising</p> <p>Flu Campaign Information has been given to practice regarding out of date advertising of the flu clinic on the practice screen by two patients. Rachel to ensure actioned immediately.</p> <p>Branding New signage for the surgery has now been ordered.</p> <p>Telephone Message The message loop has now been removed to hear the message once. Tim commented that you do not get an update as to where you are in the queue, e.g. last week it went from position 9 to 3 but waited a long time. Rachel to check if this can be changed?</p>	<p>Rachel</p> <p>Rachel</p>

<p>Newsletter The Winter newsletter is outstanding. Rachel to discuss with Pippa</p>	Pippa
<p>4. Purpose of the Group/Agenda/Chair</p> <p>Rachel fed back to the group about the suggestions for a refresh of the group and that it would be good practice to revisit the terms of reference, membership and ground rules annually.</p> <p>Members of the group agreed that annual active campaigning for new members would be a good idea. The practice to use all sources of recruiting new patients, e.g. newsletter, poster, scripts, website to advertise, word of mouth, clinicians.</p> <p>The group agreed to have the Chair position move to a patient representative. All patient groups members (present and not present) to be asked if they would like to nominate themselves to Chair the meeting.</p> <p>Terms of reference and ground rules would be revisited once there is a refreshed group.</p> <p>All members on the patient group representative list would be asked to reaffirm their commitment to the group and whether they will be attending future meetings.</p> <p>All members will also be asked their meeting preference days/times as part of this communication.</p>	<p>Pippa</p> <p>Pippa</p> <p>All</p> <p>Pippa</p> <p>Pippa</p>
<p>5. Patient Focus Group</p> <p>The group agreed that annually it will work on a quarterly theme of patient education, feedback and patient/practice engagement. Ideas that came out of the meeting:</p> <ul style="list-style-type: none"> • Macmillan cake morning • Marie Curie • Mental Health awareness and service navigation/World MH Day <p>Sue was tasked with making a proposal of the calendar of events.</p>	Sue
<p>6. Updates</p> <p><u>Neighbourhoods</u> 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;">City Centre Neighbourhood</p> <ul style="list-style-type: none"> • The City Centre Neighbourhood are submitting a bid for monies from the Sheffield CCG to support a community mental health service 	

<p>working closely with third sector partners Shipshape and Zest (Porter Brook, Upperthorpe, Hanover & Devonshire Green, Harold Street and Mulberry Clinic) have mental health patients who are in need.</p> <ul style="list-style-type: none"> The City Centre Neighbourhood is 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. <p style="text-align: center;">Student Neighbourhood</p> <ul style="list-style-type: none"> 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. 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. 	
<p>7. Urgent Care Update</p> <p>Pip to re-circulate Urgent Care information to members of the patient group as some appear to have missed the info/not received it.</p> <p>Jenny attended the last CCG meeting to discuss the next steps of the urgent care work. This included mapping out where patients attend from in the city to the current urgent care services (eye casualty, A&E, Walk-in, Minor injuries). There were some pockets of high attendance in Broomhill.</p> <p>The next urgent care meeting is the 14 February. If you want to get involved email: sheccg.engagementactivity@nhs.net</p>	Pippa
<p>8. Meeting Dates</p> <p>The next meeting for April was booked, however the future meeting dates will be revisited once all existing and new members have been consulted on the best times to meet.</p>	
<p>9. AOB</p> <p>Future items of AOB, will need to be email to Pippa a week in advance of the meeting.</p> <p>Tim raised some issues (via email to Pippa) regarding some problems with an electronic prescription. Pippa to respond direct to Tim. Rachel reminded the patient representatives that for issues that are personal like this one, to contact</p>	<p>All</p> <p>Tim/Pippa</p>

the practice directly so we can deal with matters quickly and swiftly and not wait for patient group.	
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Next Meeting:

17 April 6 pm

Porter Brook Medical Centre Meeting Room