

PCS Practice Darnall/Highgate Minutes of the Patient Participation Group Meeting

held on

26th January 2023 – 10.00 – Darnall Primary Care Centre

Present:	
Emma Johnson	Support Manager – Darnall
Debra Edge	Support Manager – Highgate
Eram	Darnall Well Being
Marie Wormley	Business Support Officer (Notes)
MT, KR	Patients

	ITEM	Action
1.	Welcome and Apologies	
	<p><u>Previous Minutes and Actions</u></p> <p>Action: EJ/WH to contact Sheffield Royal Society for the Blind regarding translating practice information into braille.</p> <p>WH has received confirmation that they can support patients and the surgery around the use of mobiles, laptops or other devices they want to use to support them in their daily life. Patients can call them on 0114 272 2757 to register for this.</p> <p>They also advised that text is more readable for people with limited sight if it is printed in black ink in 16-point font and printed on yellow paper.</p> <p>Also, when searching a website for information (if you use Microsoft Edge), if you right click on the mouse anywhere on the page and click on the option 'read aloud', it should start reading all the information in audio to you. If you then want to change to a different language, again right click on the mouse and choose 'translate into English', then click on the search bar at the top of the page and click on the icon on the right-hand side, which gives you the option of translating into other languages.</p> <p><u>Darnall Well Being</u></p> <p>Eram gave an update of what Darnall Well Being can help with and the classes that they run.</p>	Completed
2.	Staff Leavers/New Starters	
	<p>There continues to be a five session GP vacancy at Highgate, which has been advertised since June last year. We are also advertising for a clinical practitioner (someone in between an ANP and a GP), to see if it generates any interest. If successful, it will provide more appointments and will free up GP time for dealing with more complex problems.</p> <p>KR advised that they always see a new clinician each appointment, which results in wasted time as the clinician needs to spend time looking at the patient records.</p>	

	<p>DE/EJ discussion around how general practice used to operate when family GP knew everyone in the community, increased patient demand and GPs leaving the profession. If you do have a GP that you prefer, you can ask to see them. DE/EJ agreed that we are using locums (which have role for a short period) because of the outstanding vacancies.</p> <p>Darnall – Two confirmed GPs starting in May at Darnall which fills the GP vacancies.</p> <p>We are currently recruiting for nursing hours, one nurse who recently started, has decided that primary care is not for her and has returned to secondary care.</p>	
3.	Phone System	
	<p>The number of patients that can queue at one time when calling the practices is 50, you will then hear a message saying the phone lines have reached capacity. This is to make it less overwhelming for staff and means patients aren't hanging on the phone for long periods at busy times. From the 11th call onwards, you will be given an option for a call back; you will keep your place in the queue for the call back. Generally, patients calling first thing in a morning are calling for an on the day appointment. DE re-iterated that you don't have to call at 8.00am for a pre-bookable appointment, it is easier if you call in an afternoon when the phones are quieter.</p> <p>Feedback is always welcomed both positive and negative, so that we can investigate any issues. The recording facility is useful and means we can listen to the calls for training and monitoring purposes and investigating complaints.</p> <p>KR is very happy with the call back facility and has used it on several occasions; he doesn't think it states the name of the practice when you ring, this will be checked. Discussed issues where we have however, called patients back and they have gone out and missed the call.</p> <p>Action: EJ/DE to check if the recorded message (when using call back) states that the name of the Practice.</p> <p><i>Post Meeting Note: Recorded message does state the name of the Practice.</i></p>	EJ/DE
4.	Long Covid and Diabetes Support Group	
	<p>DWB are now holding three sessions for patients in the diabetes support group and anyone suffering with long covid. Speakers from SOHAS will be attending some of the clinics discussing the consequences of long covid.</p> <p>The diabetes clinic is held once a month in Darnall and once a quarter in Tinsley. One of these is in conjunction with the diabetic pharmacist.</p> <p>There is a plan for a chronic pain group, likely on a Friday morning. Patients are</p>	

	<p>referred by clinicians.</p> <p><u>Diabetes One Stop Shop</u> We had a one stop shop last year for patients to have their full annual diabetic review, including foot check and eye clinic and they are willing to come here and do that again to save a trip up to the hospital. Anyone in the area on the waiting list for eye screening will be invited to come to Darnall.</p>	
5. Highgate Patients – Meeting with Clive Betts MP		
	<p>Recently residents in Tinsley met with Clive Betts MP to discuss community groups and healthcare. We have added a statement to our website (highgatesurgerytinsley.co.uk). DE gave an overview of the statement regarding the ongoing issues facing General Practice in England and acknowledging our patients' frustrations in accessing appointments.</p> <p>As an indication of the additional pressure the system is facing, Highgate's call volumes have increased by 25% in the last two months. A lot of these calls could be dealt with in the community by the local pharmacy as they are for coughs and colds, etc; you don't need to speak to a GP about a cold. A patient said that they had seen the advert about calling 111 for minor things also.</p> <p>There are a lot of things that you can get free from the pharmacy for minor ailments, e.g., paracetamol, cough mixture, etc.</p>	
6. Winter Pressure Support		
	<p>In terms of extended access, the hub has now moved to Darnall and appointments are available evenings and at weekends. Darnall and Highgate have a small allocation that can be booked per day. There are also additional appointments available to see a Nurse Practitioner.</p> <p>There are also extra appointments with a GP for respiratory problems in children (we are not limited on these appointments), this is shared with the whole of the Sevenhill's network, which is a group of practices in our surrounding area.</p> <p>In practice we have managed to put a winter pressure support advanced nurse practitioner on every Friday, to reduce the number of patients calling in on a Monday, this has relieved a lot of pressure over the weekend.</p>	
7. Patient Behaviour		
	<p>When covid restrictions were lifted, we found that patients were becoming more aggressive and demanding to staff and we are unsure of the reason. During covid the NHS were heroes but we are seeing an increase in verbally abusive behaviour now.</p> <p>We have processes in place to deal with aggressive/abusive patients. The</p>	

	<p>Support Manager will listen to the call and if the patient is abusive or aggressive to our staff then a warning letter will go out. We can remove patients straight away if we feel the situation is serious enough and staff/patient safety is compromised.</p> <p>We feel we are more tolerant that some other practices, but rude and aggressive behaviour is not acceptable.</p> <p>KR advised that he has always found the receptionists very helpful. The only thing is it is hard to get the on the day appointments.</p> <p>DE said we are likely to ask some simple questions and divert you to the appropriate person to deal with your issue, be that a pharmacist, doctor, or nurse.</p> <p>We also have the pharmacy referral scheme where you can be referred to a pharmacy, who will ring the patient to discuss the issue.</p> <p>We have a new self-check in screen set up in Darnall in the last week, which will help with the waiting times at the reception desk. Five languages are displayed: English/Arabic/Bengali/Urdu and Somali. We have tried to get Slovak but the software isn't currently available.</p>	
8.	Practice Branding	
	<p>Previously we were internally identified as the Clover Group, originally because a group of four practices worked together. As the group has expanded, we are now a group of seven practices, it is no longer an appropriate name, so Primary Care Sheffield are now moving away from the Clover branding and will be known as PCS Practices this will be a gradual process.</p>	
9.	AOB	
	<p>None of the patient representatives needed to raise any issues.</p> <p>One of the patients commented that it was nice to hear consistent staff members on the phone now and they are friendly.</p> <p>EJ mentioned, GPs have requested to go back to a pre covid rota. From 1st February, Darnall will switch more telephone consultations to face-to-face, however telephone consultations can still be requested and used where appropriate.</p> <p>Highgate have also increased their face-to-face appointments, the on-call GP continues to contact patients by telephone in the first instance.</p>	
10.	Date of Next Meeting	
	Thursday 20 th April 2023 at 10.00 a.m. at Darnall Primary Care Centre	