

## **Birley Health Centre Patient Participation Group**

### **Minutes of the Meeting Held on the 19<sup>th</sup> October 2017**

**Attended:** Names removed for publication.

Representative from Healthwatch Sheffield for agenda item 4.

**Representing the Health Centre:** Kiz Haigh and Sue Breeze.

**Apologies:** Names removed for publication.

#### **1. Introductions**

Kiz welcomed members to the meeting.

#### **2. Apologies**

Apologies were noted.

#### **3. Minutes and Matters Arising**

Paper copies of the previous meeting minutes from the 27<sup>th</sup> July 2017 were available for members. Kiz provided specific feedback for items:

**4. Care Navigation** – Kiz and Sue are attending the next practice locality event on the 8<sup>th</sup> November 2017 where the opportunity to meet the first services to navigate to will be present. The practice is in the process of training Receptionists to be navigators. Further information to be provided at the next meeting.

**7. Any other Business.** Kiz confirmed the photographs in reception have been updated as requested.

Members agreed the minutes as a true and accurate record of the July meeting and actions were marked as complete. There were no matters arising.

#### **4. Asthma Test Bed Programme**

Sheffield City Region Test Bed Programme Engagement Lead, Healthwatch attended the group to let members know about the project the practice is involved with and obtain their views on the work being carried out. The representative explained the programme offers a new way of monitoring how many times a patient is using their preventative asthma inhaler. It is hoped that by helping patients to be more self-aware (patient centred care) it will improve the way they manage their preventative medication (inhaler). Resulting in better health and reduced use of the reliever inhaler.

The group provided mixed feedback. Whilst some thought it was a good idea, others highlighted that as the technology is just for tracking usage the benefit to patients is limited. The group thought it maybe be more suitable for younger patients. The representative was thanked for attending and left the meeting.

#### **5. Appointments**

A member of the group highlighted a problem with booking future doctor's appointments. A specific example was given whereby a doctor's appointment (a specific doctor requested) could not be booked even if waiting for several weeks, this was in August.

Kiz explained that in August all doctor's appointments were bookable on the same day. This was to give access for same day care throughout the summer leave period. Kiz continued that

rota (appointments) are scheduled 2 months in advance. Sue explained that due to a change of staff there could have been a small delay with rota being available on the system whilst Kiz and team finalised the clinics. It was highlighted that mixed messages regarding appointments were given around this period.

**Action: Kiz to take forward with the Reception Team to learn from the issue raised with a view to improving the way changes to appointments are communicated.**

#### **6. Retirement and New GP Partner**

Kiz advised that Dr Allen was due to retire in 2018 and the recruitment process for a new GP Partner had commenced. Kiz will update the group in due course.

#### **7. Any other Business**

**Privacy at front desk** – A member gave an example of a recent visit to the practice where privacy/confidentiality was compromised at the front desk. The group discussed options how to improve confidentiality, such as a privacy screen, using the blood pressure room, asking patients to write on paper and generally speaking more quietly and being discreet. Members also highlighted that conversations in the back office could be heard in the waiting room. It was also noted that patients stand too close to the desk when other patients are being attended to. The group asked if the check-in screen could be sited away from the reception desk.

Kiz agreed it was difficult to maintain privacy with an open plan environment. Taking a patient to one side away from the desk can be useful, it can also be a safety risk for staff in some circumstances.

**Action: Kiz to discuss at the next Reception Team meeting to look at ways to improve privacy.**

**On-Site Pharmacy** - The group raised concerns with the service provided by the pharmacy. The practice does not manage the pharmacy however works collaboratively to provide a good service for patients.

**Action: Kiz to invite a pharmacy representative to attend the next meeting.**

**Hearing Aid Batteries** – A member asked if it was possible to use the practice as a hearing aid battery collection point and provided information of other centres.

**Action: Kiz to investigate if there is a need at Birley Health Centre and the options to take forward if appropriate. Feedback the outcome to the group.**

#### **8. Date of Next Meeting**

17.00 – 18.00 18<sup>th</sup> January 2018 at Birley Health Centre