

PATIENT PARTICIPATION GROUP MEETING
Blyth Road Medical Centre

Minutes of the meeting held on Thursday, 24th October 2024 at 5.30 pm

In Attendance:

Practice Representatives Dr Geoff Avery
Katie Roddis (Practice Manager)

Patient Representatives: Paul Craythorne (Chairman)
David Fleming
Betty Noble
Janet Lavin
Pat Craythorne (Secretary)

Welcome

Paul opened the meeting and thanked everyone for attending. He also welcomed back Katie and Janet who is a new member.

2. Apologies

Apologies were given for Angie, Shirley, Ralph and Karen who were unable to attend.

3. Minutes of the last Meeting

The minutes of the last meeting were accepted as a true record.

4. Matters Arising from previous meeting

a. Staffing

Dr Sarah came back from maternity leave in June. She is working 2 days until December after which she will commence working 3 days again. Dr Oxnard is covering her third day until December.

Dr Tosin, G.P., is working 2 days.

Chloe, Receptionist, is still on maternity leave. Receptionist Diane has left.

Kelsey, cover Secretary, will be going on maternity leave shortly.

Some staff have agreed to have photographs taken and displayed with first names only. Some have been taken but not displayed yet.

b. Covid vaccinations

Eight hundred covid vaccinations have already been given in clinics and in the district. There is another clinic on 26 October and more vaccinations to be given in the district.

c. Online appointments

Discussion took place regarding the online Anima system which was implemented in February 2024. Paul asked all five members of the committee who were present their experiences of the system. Out of the five only two had needed to use it regularly and it had worked well. One had asked the receptionist to do her booking, one had to re-try and one had not needed to use it at all.

Appointments are not always at our surgery as there are now three hubs, Ravenfield, Morthen Road at Wickersley and the Leisure Centre in Maltby.

It was agreed that SystemOnline is the quickest and easiest for ordering prescriptions.

d. Surgery Telephone Message and new digital system

The telephone message you hear about Anima is now a 10 second message by the telephone company.

Every surgery is supposed to offer the Call Back service. When you phone now at certain times it will give you the call back option. If you choose this option, it will hold your place in the queue and then when the Receptionist is ready to take your call, it will automatically ring you back.

e. Pneumonia Vaccination

No pneumonia vaccination clinics have been arranged due to time restrictions with other vaccination clinics. This has still to be arranged.

ANY OTHER BUSINESS

Admiral Nurses

Admiral Nurses are specialist dementia nurses who provide life changing support for families with dementia. Patient Chris who previously had been helped by Admiral Nurses in Rotherham and was now having difficulty in contacting them, had enquired if funding for them had been stopped and this was confirmed. The advice given was to contact the Carers Resilience Service and Pat is to inform Chris.

Action: Pat

Repeat Prescriptions whilst on holiday

Patient Colleen had enquired if there was any provision for patients for obtaining a repeat prescription early if they were going to run out of their medication whilst on holiday. The advice given was to contact the surgery and ask for an early prescription.

Another question put forward by Colleen was if a patient is staying in the UK can a prescription be ordered as normal but sent to a chemist local to where they are holidaying. The advice given was they could if staying in England but not Scotland. Pat is to notify Colleen.

Action: Pat

Pharmacy

Pat put forward problems she had encountered by not being notified previously that Pharmacy were going to contact her. Dr Avery/Katie were going to look into the possibility of Pharmacy sending text

messages prior to their telephone calls.

Action: Dr Avery/Katie

Date of Next PPG Meeting

The next meeting will be held in Blyth Road Surgery on Thursday, 27 February 2025 at 5.30 pm