

SHERBURN & RILLINGTON PRACTICE

Patient Participation Group Meeting 12.09.17

Present: *Anonymised for public use*

Apologies: *Anonymised for public use*

PPG vision: Matthew Joseph engagement officer from Scarborough and Ryedale CCG attended the meeting. He is going around all the 15 groups in our area and working with them to see if he can help develop groups.

Some PPG's have a framework and a lead, which we don't but everyone feels ours runs ok as it is and happy to continue as we are. Matthew did an exercise and he will email Sally with the results and we can add to these minutes. As a group we would like Matthew to come back and help to put a patient survey together. Maybe use survey monkey and get it out wider to patients. We will meet again before Christmas and get this up and running as over a year ago we did last one.

Practice Update

Staxton clinic which we ran once a week on a Tuesday which could see between 5/6 patients has now stopped, due to uptake going down. We gave two months' notice and this stopped beginning of September. Pat Pickard has done this for over 20 years. We have received no negative feedback

Theresa – Advanced nurse practitioner has just joined us. She will be working from Sherburn to start with. She is on a 2 week induction. Thursday we will be running a training session with reception staff to let them know what she can do and which patients she will be able to see. She will be doing 5 sessions a week and this will take pressure off the GP's and she will also be able to do holiday cover. She is replacing Dr Morton – Locum who did 2 sessions and Dr Rasheed who did 1 extra session. She will have use on the day appointments, Telephone appointments. She has come from York hospital where she worked in A&E AMU and she is update to date with a lot of emergency care.

Kimberley - Practice Nurse. She is a newly qualified nurse, and studied at Teesside University and she is starting in 2 weeks with us, she has been coming in over the summer to spend time with the nurses in surgery to gain experience. She will be working full time. Erica is going to be her lead. She will be completing training over the next 2 years to develop as a practice nurse and in her 2nd year she will train to be a mentor for other student practice nurses

Janette from Rillington has finished working for the surgery – Janette will be greatly missed by all of the team at the surgery and many patients. Janette has very kindly been helping us out for couple of weeks to cover some holidays but this is due to finish soon. Our new recruit Debbie is going to be working at Rillington; she has 10 years' experience of working in a dispensing practice. She is having training at the moment and getting to know the system.

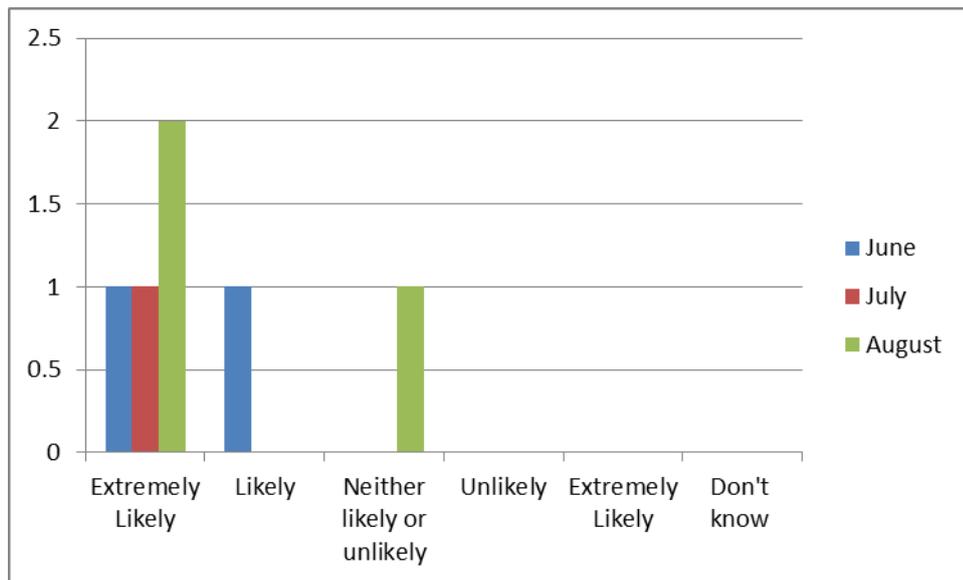
Changes to the Telephone System all calls come through to Sherburn and we have recruited another member of staff at Sherburn to allow 2 people to take phone calls for appointments. This is to reduce some pressure on the team at Rillington. Rillington will continue to receive calls for prescription. We are keen to receive feedback from service users on this change.

Newsletter we have a new one out at moment, which has quite a lot of information in it. To get this information out, maybe put a link in Warbler and Rillington parish magazine to make people aware. X said that if we print out she can give one to families from Weaverthorpe School and Heselerton School too.

Feedback from SRPRG

In June X attended. They discussed a push on prescriptions and OTC medications on prescription and listed a wider range of similar products. They did an exercise, which wasn't felt very useful.

Friends and Family Test (FFT): We had six feedbacks and shared with the group.



AOB:

CQC visit is Wednesday 20th September. Deadline is today to get all the information sent to them which they require before. Sally has spoken to them and we should have had another visit from previous check with the require improvements and then if OK, these should have been changed. Sally has sent email to all members with an email address for the group to give feedback to them. X and X will attend on Wednesday to speak with them; X is unable to attend as previous engagement.

We will have 2 inspectors, 1 gp inspector and a pharmacist inspector. Sally has tried to ring them to get a timetable, but been unable to get in touch. She will let you know times after 12 pm for X and X to come down. We do know that we have a 30 minute presentation at 8.30 and then will meet after 4pm to know the outcome.

X has a new email and telephone number and will pass onto Sally.

Next meeting: TBA