

 The **Clover** Group Practice
Minutes of the Darnall/Highgate PPG Meeting
held on
Thursday 20th October 2022 – 10.00 – 11.30
Darnall Primary Care Centre

Present:	
Emma Johnson	Support Manager (Clover Darnall)
Debra Edge	Support Manager (Clover Highgate)
Waqas Hameed	Darnall Well Being
Darnall MT, BD	Patients
Tracey Dyson	Secretary

	ITEM	Action
	Welcome and Apologies	
	Welcome and introductions for all.	
1.	Previous Minutes and Actions	
	<p>Previous minutes reviewed.</p> <p>EJ met with WH regarding supporting patients with Learning Disabilities, Mental Health and Autism, WH has contacted Mencap who are going to come into surgery on Wednesday afternoons. Patients who are registered blind WH has links to services for these patients.</p> <p>EJ and WH are to get in touch with Sheffield Royal Society for the Blind on Mappin Street regarding translating practice information into braille. Visually impaired patients WH to set up a hybrid meeting for him and EJ to discuss what help can be given. WH is having a partnership meeting on 17 November to see what services are available post Covid, WH to send EJ an invite.</p> <p>DWB are trying to make a one stop shop for all services to be here together to help with links etc.</p> <p>New telephone system – EJ still continuing to monitor – 84 people ringing between 8.00 – 8.05am. Queue position number is given to patients and option to press 1 for a call back from the surgery, EJ pointed out that when pressing 1 for a call back, your call stays in the position that it was when you rang. The system then rings you back and you go to the front of the queue.</p> <p>Shortage of GP's – EJ and DE informed the meeting that the vacancies are being advertised but there are no applicants as yet.</p>	EJ, WH

	All minutes will be available on the Practice Website.	
2.	New Staffing	
	<p>Reception at both Darnall and Highgate are now fully staffed.</p> <p>Darnall have recruited a new salaried GP, Dr KD for 2 sessions per week, Tuesdays and Wednesdays but still need a full time GP.</p> <p>Darnall have a new Practice Nurse and a locum HCA is supporting at the moment.</p> <p>Highgate - Dr LC is providing 1 session per week on Fridays.</p>	
3.	CQC Outcome	
	<p>CQC Visit – extensive inspection – graded ‘outstanding’. Previously graded ‘good’ full CQC report available on the home page of DPCC website.</p> <p>BD asked who CQC speak to when they do the inspection, EJ and DE explained that they speak to a selection of patients and staff and CQC also send questionnaires to all, so feedback can be gathered.</p>	
4.	Extended Access	
	<p>Previously when appointment capacity was reached at the surgeries, patients were offered Hub appointments. Darnall, Highgate and other surgeries in the Primary Care Network have access to appointments. Darnall’s allocation is around 2 GP appointments per day and 1 GP appointment for Highgate. Practice Nurse, HCA and Pharmacy appointments are not limited.</p> <p>One of our GPs has written to the Head of Service regarding concerns over access and demand for GP appointments.</p> <p>BD stated that patients are not happy with this allocation, as it is not enough appointments – he will write a letter.</p>	
5.	New Drive Through Blood Clinic	
	<p>Drive Through is moving from the Parkway to Building 183 (Former Blood Service and current Covid vaccination site) Longley Lane, Sheffield. S5 7JN from Tuesday 25th October 2022.</p>	
6.	DWB Updates	
	<p>DWB offer a wide range of activities – health walks, conversation groups, making memories dementia café, chairbics, Darnall allotment project and craft clubs.</p> <p>Carers’ Support Group run on zoom every Thursday.</p>	

	<p>Diabetes Peer Support Group – learn how to manage diabetes and reduce health risk. Group sessions with guest speakers, these are held at Darnall Primary Care Centre.</p> <p>Leaflets are put in schools, community room and GP practices.</p> <p>DWB are looking at doing a Pain Management Group – if enough referrals are received, they can look at getting a Specialist to come and talk to patients.</p> <p>Any long term-conditions that need help and support with self-management, if there is demand then DWB will look at organising.</p> <p>WH is trying to get Citizen’s Advice to come back to surgery to help patients but they do not have enough staff to offer this.</p>	
7.	AOB	
	<p>BD asked if patients who are late for their appointment can still be seen at the end of clinic in cases where patients get stuck in traffic etc. EJ informed him that it is the GP that makes the decision if they can be seen or if they need to re-book.</p> <p>BD informed the team that the community are complaining less about the GP practices.</p> <p>Thanks was given to all patients for attending.</p>	
8.	Date of Next Meeting	
	<p>Future meeting dates will be sent out so everyone can plan into their diaries.</p>	