

 The **Clover** Group Practice
Minutes of the Darnall/Highgate PPG Meeting
held on
Thursday 21st July 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
Highgate RW, MW & Darnall MT, BD, MW, JJ	Patients

	ITEM	Action
1.	Welcome and Apologies	
	<p>Welcome and introductions for all-</p> <p>RW/MW wanted to start the meeting by saying how much they appreciated the excellent service & care they have received as patients at Highgate over the years.</p> <p>Apologies from Marie Wormley/Business Support Officer.</p>	
2.	Previous Minutes and Actions	
	<p>Previous minutes reviewed.</p> <p>Actions were to move the meeting from upstairs to the ground floor. <i>We will continue to book a room downstairs</i></p> <p>BB had translated the Patient Charter and received no contact from Support Managers. <i>Apologies from Darnall – This has been sent to the Comms team to upload to the Practice website. This was greatly received by Darnall – on behalf of the practice, thank you for your time and efforts completing this.</i></p>	
3.	National Shortage of GP's and Impact on Practices	
	<p>Darnall - Three Salaried GP's have left since our last PPG Dr Andy Godden , Dr van den Ende and Dr Chris Bronsdon (who is now working from our City Practice).</p> <p>Highgate – Dr Pish Hawrami</p> <p>Darnall and Highgate are advertising locally and nationally to attract interest but</p>	

	<p>unfortunately, we haven't received any applicants to date. The shortage of GPs is a national problem and many practices are in the same situation. There is also a lack of locum GPs available to fill in the gaps and the hourly rates the charge is very costly to the practices. We continue to advertise these vacancies and use our networks to reach more potential applicants.</p>	
4.	CQC Visit - June	
	<p>Both Darnall and Highgate had their CQC visit on the 8th of June, we are awaiting the report.</p>	
5.	Interacting with People with a Learning Disability and Autism	
	<p>From the 1st July 2022 a new legal requirement was introduced in the Health and Care Act 2022, that staff receive training how to interact appropriately with people with a learning disability and autistic people, appropriate to their role.</p> <p>The group was asked to consider how LD/Autistic patients access information, is it in a way that can be understood and any suggestions how to improve what we have?</p> <p>Suggestions made:</p> <ul style="list-style-type: none"> • Consider partially sighted patients – currently no braille options at Darnall/Highgate • Autistic Patients – PPG suggested both sites to review registers and identify numbers • Asked if we could possibly send a survey to this cohort of patients asking for their input and we can identify those patients with carers who may be willing to respond on behalf • WH said – On behalf of DWB they would be happy to work together with Support Managers to collate this data and liaise with other services to seek resources for example 'easy read format documents' • Asked that all reception staff are offered further training. Staff already receive training as part of the training package but we will look for any further training opportunities. 	<p>Meeting Scheduled with SM/DWB 8th Sept</p>
6.	Feedback on New Phone System	
	<p>MW talked about the length of wait on the phone. Asked for accessibility for all - Suggestion for Darnall to consider workers (pre-bookable appointments are available).</p> <p>DE explained that if patients are not wanting an urgent same day appointment, then they don't have to phone at 8am when the phone lines are busy. Patients can phone any time throughout the day to book a pre-bookable appointment.</p> <p>BB - requesting F2F bookable appointments, has been trying to get an</p>	<p>Actioned</p>

	<p>appointment for some time and has had recent trouble with ordering prescriptions - To discuss with Darnall SM post meeting.</p> <p>PPG asking if GP Collaborative cover can be put in place when we are low on reception/telephone cover. EJ explained this isn't something that we would be able to arrange at short notice and unfortunately the practice would be liable to extra costs.</p>	<p>Post meeting</p>
<p>9. AOB</p>		
	<p>Thank you to all Patients for attending.</p> <p>The Group queried a hybrid meeting including zoom. Some patients will find it easier to attend given the option of online.</p> <p>Can we please be inclusive of workers – offer an evening PPG in the near future</p>	
<p>11. Date of Next Meeting</p>		
	<p>TBC</p>	