**Harold Street Medical Centre**

**Patient Participation Group**

Date: Thursday

|  |  |
| --- | --- |
| **Item** |  |
| **1.** | **Welcome and Apologies**PG- PatientSG-PatientJO-PatientNeil- PCS commsLynsey-PCS OperationsSahera- Harold St receptionNada-Harold St ManagerJenny- Harold St NurseApologies from 4 patients  |
| **2.** | **Practice changes**Discussed the recent changes and PCS taking on the practice at short notice in July 2023. Lynsey explained PCS being the Sheffield GP Federation and the services which we offer for the City including evening and weekend hubs and sexual health in the community. |
| **3.** | **PPG Purpose**We discussed the purpose of the PPG and how PCS was keen to work with patients to understand what patients liked with the practice, but also how we can work together to develop the services offered and modernise elements of the service. We are keen to hear from all patients through surveys and feedback, but we want our PPG to be our partners in discussing certain area in more detail. |
| **4**  | **Patient Survey results** Lynsey discussed the survey which was completed by patients about the services they’d like to see introduced at Harold St. The 3 main themes were1. Female GP sessions
2. Additional proactive health checks
3. Offering online access to the practice.

Having heard this we have done the following in response1. Female GP sessions being delivered by Dr Cormack
2. NHS health checks being introduced from the new year, and proactive recall centrally
3. We will be introducing online access to appointments through a total triage model from the new year.

The online triage service will be available to anyone who is able to use it, but those who want to call still can but can have their request taken over the phone. The system will mean more initial questions are asked but the benefit will be the right patients get to the appointments. Some patients may be advised that they should for example attend the local pharmacy or dentists. Patients who access free prescriptions will still be able to get them through this route. We know from our other sites that the call waits will increase in the interim but then reduce as more patient chose to use online systems.As part of triaging and signposting patient model, the patient representatives discussed updating the website to include details of* Self-referral to Talking Therapies
* Local pharmacy schemes etc..

ACTION- to explore what self-help/signposting we can include on websites |
| **5** | **Patient Charter**Lynsey raised PCS patient charter, we agreed to discuss next time to explore if it fits for Harold Street. The charter sets out what both partners agree to (practice and patient) |
| **6.** | **Smear issues**Lynsey raised that our smear data is unnaturally low in Harold St. We want to improve this, so we asked our patient reps for any ideas they had that could help us. Nada explained she had lots of conversations about smears with patients particularly interpreting for those that speak Arabic. Jenny and Sahera added that we have a lot of smear booking DNAingPatient reps suggested* Ensuring we remind patients in birthday month recalls
* Having smear information in a few languages
* Exploring the reasons for non-attendance/engagement
* Undertaking smears when in attendance for other things (although it was recognised smears are something that most patients wish to plan for)

The actions coming out of this discussion are belowACTIONS* Using all attendances to remind them about smears (Making every contact count)
* Providing smear information in main languages spoken
* Nada to undertake an audit with patients to try and get them booked in, but also identify the reasons why if they decline.
 |
| **7.** | **AOB**Patients fed back that they were happy PCS had taken over and have seen some improvements already. One rep stated she feels that GPs are pulled too much into admin, so an organisation taking that on so GPs can focus on seeing patients is good.Discussed the building. A lot has been invested in the past few months although it’s not always obvious to patients (new boiler, safety kit etc..)To celebrate practice successes on the website. Comms to explore as part of website updateDiscussed that many patients are experiencing unemployment to look at how we explore teams like social prescribing etc.. to support these patient cohorts. |

**Next Meeting: February 2024**