

## Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 13th April 2017 at 5.30 pm.

### Present

Elaine Laurie (Chair)  
Tony Robinson (Secretary)  
Jean Toner ( Practice Manager)  
Iris Wilde (Treasurer)  
Peter Appleby (Treasurer)  
Gill Stokes  
Pippa Harder  
Margaret Denis  
Mr A A Zaidi  
Steve South  
Heather Hind  
Andrew Mallender

### Apologies

Jenny Drew  
Tony Drew  
Len Wilson  
Christine Pigg  
Richard Gleadhall

### Abbreviations used:

Care Quality Commission	CQC
Clinical Commissioning Group	CCG
Clinical Reference Group	CRG
National Association of Patient Participation	NAPP
Rotherham, Doncaster and South Humber NHS Trust	RDaSH
Dementia Action Alliance	DAA
Active Always	AA
Enhancement Service Specification	ESS

Chair Elaine Laurie  
Ground Rules Reminder (on laminate cards)  
Terms of Reference (on laminated cards))

### 1. Welcome and introduction:

1.1 Elaine welcomed everyone to the meeting.

### 2.0 Group Business:

2.1 Approval of minutes of last meeting held Thursday 9th March .l2017.  
2.2 Matters arising.

### 3.0 Patient Feedback and Survey:

3.1 Jean suggested that we use the national survey which has the same questions as used in previous years as this would allow us to compare results and see how things have changed. The possibility of having some questions to understand local issues was discussed.

### 4.0 Newsletter Update

4.1 A meeting has been taken place with Eileen Brooks and the content of the next Newsletter has been finalised and the articles have been forwarded to Tony Drew to produce the template on his return from holiday.

### 5.0 2017 Projects:

5.1 An initial sub meeting has taken place to with a number of the PPG to look into gaining support for patients with autism and learning difficulties. Len is looking to liaise with the education authority to find if they have any support that may be useful.

5.2 The sub group are going to produce a questionnaire to understand the needs of the patients. This will allow the group create the requirements needed to seek the best support for the patients and understand potential costs etc.

#### **6.0 Photographs for the Surgeries:**

6.1 It was agreed that the current photographs even if sold will remain in place until a replacement batch of photographs are sought later in the year. This will hopefully be in September.

6.2 Iris is looking to discuss with with the Art Teacher at Thomas Rotherham College the possibility of students providing the next set of photographs.

6.3 A letter has been sent to the practice asking them to consider contributing towards the cost of the latest set of photographs. This will be discussed at the next meeting.

6.4 Tony R stated that he had received a complaint from a patient regarding one of the photographs her son had taken. The main cause of complaint was that he had not been informed that photo was going to be put on display and queried wether or not he had won the competition. The group agreed that we should give the photograph to the son as a gesture of goodwill.

#### **7.0 News from the Practice:**

7.1 Jean confirmed that contracts have been agreed and that the recruitment process for an Admiral Nurse was now in the interview stage.

7.2 Jean reminded the group that the current facility were patients can order their prescriptions direct with the pharmacy's will be withdrawn in May. Patients will then need to order repeat prescriptions using the online facility or dropping off the prescription request slip at the surgery. Patients who use daily medications can be issued with six months worth of prescriptions to save having reorder with the surgery every month, the pharmacy's however will only issue one month of the medication at a time. This is been implemented to reduce over ordering and reduce costs. Jean is concerned on the impact this may have on some vulnerable patients particularly people who are on there own and may find it difficult to get their repeat requests to the surgery or order online. The next Newsletter will have an article about this change. The practice has paid to enable the MJOG text messaging service to send messages to landlines. Messages regarding the prescription ordering change can be sent to vulnerable patients to advise of the new ordering process.

7.3 Two reception staff have successfully completed their NVQ level 3 in Healthcare.

7.4 The two apprentices are progressing well and have excellent IT skills which they are passing onto the other staff.

7.5 The Practice is looking to train up some of the Admin staff in document management to allow them process the incoming letters etc. This will reduce the amount of work the Doctors carry out on processing letters and enable them to spend more time with patients.

#### **8.0 Any other business:**

8.1 Pippa informed the group that she was resigning from the Carers Cafe sub group.

8.2 Elaine asked if there was any improvement in the numbers of patients not attending appointments. Jean stated that the current number of appointments not attended are not significant against the total appointments made. The recently introduced MJOG system should help reduce the number further, however even with appointments been missed the Doctors work is still very high and surgeries were often overrunning.

**Next Meeting at 5.30pm. Thursday 11th May 2017**

Meeting closed 6.35

