

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

### Minutes of the Meeting 10<sup>th</sup> October 2013

#### Present:

Chris Thompson (Practice Manager)  
Kath Perry (Vice Chair)  
Elaine Laurie (Secretary)  
Len Wilson  
Pippa Harder  
Jackie Houghton  
Gill Stokes  
Peter Appleby  
Iris Wilde  
Hazel Kinsey

#### Apologies:

Eileen Brooks (Publicity)  
Tracy Ingram  
Jenny Drew (Chair)  
Tony Drew  
Christine Pigg  
Heather Hind

#### 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

#### 1.0 Welcome and introduction

1.1 Kath welcomed group members and apologies were noted.

#### 2.0 Group Business

2.1 Minutes of last meeting held 15<sup>th</sup> August 2013 approved.

2.2 Matters arising

2.3 Iris asked about photos for Stag and Rose Court Practices and was informed 10 had been picked and only eight is needed.

2.4 With regard to the new automatic doors at both surgeries, the inner doors have a disabled pad on both sides which need to be pressed to enable the doors to open.

Laminated instructions will be placed on the inner doors explaining this to patients entering or leaving the surgeries.

At the moment the Rose Court surgery inner door is faulty and will be attended to as soon as possible.

- 2.5 GP survey action plan to be discussed when Jenny is back and to organise in December for January 2014.

### 3.0 Flu Clinic Feedback

- 3.1 On 27<sup>th</sup> September £850 was raised for MacMillan and on 4<sup>th</sup> October £714.06 was raised for Cancer Care. Chris received a lovely letter from Angela at Cancer Care and Kath received an email also from Angela thanking the PPG group volunteers for their help in raising funds. There will be another flu day on 29<sup>th</sup> October for people who couldn't attend the above flu days.

Eileen Brooks, publicity was asked by Kath if we could do some publicity and photos regarding handing cheques over to the charities. Angela Bintcliffe also thought it would be good publicity for Cancer Care and the PPG group.

### 4.0 Admiral Nurse Development – Len Wilson

- 4.1 Lens update – regarding Admiral Nurses for Rotherham. Discussions seem to have gone a bit quiet. Len is in contact with Kate Tuffnell as there are funds available but we are waiting for a response.

- 4.2 Kirklees now have 6 nurses working very successfully. David Coldrick from the Rotherham Economy Board has done a write up on the dementia with Rotherham authority RDASH, Dementia Alliance Group. David is setting up a steering, he is keen to push on with dementia nurses. Kath asked Len if he would like to invite Ted McGuinness or Martin {surname unknown} to our December meeting, Len thought Martin would very much like to come.

Chris asked if an Admiral Nurse was appointed, where would she be based, he thought The Stag Medical Centre would be a good practice for her to be based.

Len informed us all that Howard House in Rotherham has been discussed as a base for Admiral Nurses and Chris's concern was that Stag would not have any input into the service which could be diluted to us.

- 4.3 In some areas Lions have sponsored Admiral Nurses. Len said that Ted McGuinness could be invited to one of our meetings who could update us on the progress of Admiral Nurses. Kath asked how many dementia patients we have at our practices and Chris would find out.

Apparently, there is a long term condition pilot that is up and running at the moment and the practice is signed up for a care plan. Meetings to discuss patients on whether they need hospital or if they are mobile enough to remain at home.

Len likened the Admiral nurse support as Dementia patients getting on 'a train' and help gets on with them until the end. Len will get the costing for a nurse for a year

- 5.0 Website Development – all completed
- 5.1 Tony has set up the website everyone agreed it was very good.
- 5.2 Gill and Iris think online appointments are very good. Comments from Rose Court what do you think box agreed. The system is not 100% at the moment, Doctors days off do not show up which makes it appear all appointments are taken when in actual fact the Doctor in question is day off.
- 6.0 News from the practice.
- 6.1 We have a new medical student F2 (Foundation Course).
- 7.0 Any other business.
- 7.1 Jenny Drew's meeting with the partners went very well and she agreed to keep the partners informed with the progress of the Active Always after the meeting on 9<sup>th</sup> November with Amy Roden (RMBC Programme Leader for Active Always) and Dr Wallace from Kiveton Park Surgery.
- 7.2 Chair raises to be tried at Rose Court.
- 7.3 Rose Court comments from patients comment box:
  - How much easier getting appointments online are, thank you.
  - More chair raises needed
  - Reception staff very pleasant
  - Rose Court needs décor refreshing
  - Chairs would be better in rows as are Stag Medical Centre
  - Rose Court notice boards look cluttered
- 7.4 Chris asked Jackie if we can look at how Rose Court decor could be improved and Chris thought funding could be found.
- 7.5 Kath and Jenny want more information accessible to patients on Bowel Cancer screening.
- 8.0 Meeting closed at 7.06pm.
- 9.0 Next meeting 6pm on 7<sup>th</sup> November 2013 at Stag Surgery.

Pippa asked doctors if they can go and visit carers if they cannot get out because of caring for someone. Chris will ask the doctors regarding this. At the moment he doesn't know if there is a policy but he felt the Drs would visit in these circumstances..