

Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 12th December 2016 at 5.30pm.

Present

Jenny Drew (Chair)
Tony Robinson (Vice Chair)
Elaine Laurie (Secretary)
Iris Wilde (Treasurer)
Jean Toner (Practice Manager)
Gill Stokes
Peter Appleby (Treasurer)
Tony Drew
Margaret Denis
A A Zaidi
Pippa Harder
Len Wilson

Apologies

Heather Hind)
Christine Pigg

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 Jenny Drew.

Ground Rules Reminder (on laminate cards)

Terms of Reference (on laminated cards)

1.0 Welcome and introduction

- 1.1 Jenny welcomed group members
Apologies were noted.

2.0 Group Business

- 2.1 Approval of minutes of last meeting held Thursday 10th November 2016.
2.2 Matters arising
2.3 Elaine handed out safe credit card holders to the group to stop them being scanned by anyone.

3.0 Admiral Nurse Campaign - Feedback from Jean Toner.

- 3.1 Jean worked with Chris Peters with the hope of getting funding unfortunately funding wasn't possible as the Practice is a private business, however due to the perseverance of Jenny's presentation, Jean, Len and all who were involved managed to persuade the CCG. Jean proudly announced we are now getting an Admiral Nurse along with Broom lane Surgery and the Gate Surgery.
The Admiral Nurse will work between the three surgeries and should be ready to start January 2017. Hopefully this will encourage more surgeries to show interest.

4.0 News from the Practice – Jean Toner

- 4.1 Furniture needed for the room to be used for the dementia diagnose (MOCA Test)
The Audit is ongoing on the system with a spreadsheet sent to NHS England to analyse if the Practice is working well. Average satisfaction is 76% and our Practice was at 93%. NHS England questioned how we can cut back? Doctors are really pushed for phone calls from patients to save them time an Advanced Nurse Practitioner to be employed to answer calls.

- 5.0 Flu Days – feedback from Elaine and Iris
- 5.1 Elaine reported on the 'Flu days being a roaring success with the help of PPG members; Christine on cakes and drinks. Tony R and Iris on the raffle ticket table with Pippa and Peter ushering and baking done by staff and PPG members.
With lots of prizes being donated from local businesses staff and the PPG members.
Iris gave the total raised being £1684.43 of which £600 was donated to Crossroads and £600 to Lost Cord leaving £484 Towards funding an Admiral Nurse for the Practice.
- 6.0 Carers Corner Social Afternoons, Pippa and Elaine.
- 6.1 Carers corner is gaining more patients attending who can be registered and given advice by Janice Cutting from Crossroads who is making regular calls on our afternoons at Rose Court.
- 7.0 Any other business (limited to 2 items)
- 7.1 £10 to be paid to Pippa for a voucher which Pippa purchased for a thank you for work done for the PPG.
Also Pippa apologised for the delay of the pictures ordered.
Jenny announced she wouldn't be standing for the position of Chair at the January 2017 AGM.
Elaine asked if the meetings could be 2nd or 3rd Thursday of the month it was decided the 2nd would be OK Len stated it would be better for him. This suggestion was voted on and all agreed.
Mr Zaidi stated in his experience when looking at survey responses it is better to focus on the negative responses in order to create an action plan to address these issues.
- 8.1 Next meeting 5.30pm 12th January 2017. Preceded by The AGM.

Meeting closed at 18.40.
EI/ 04/01/2017.