

Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 23rd April 2015 at 5.30pm.

Present

Tony Robinson (Vice Chair)
Elaine Laurie (Secretary)
Peter Appleby (Treasurer)
Pippa Harder
Heather Hind
Gill Stokes
Len Wilson
Christine Pigg

Apologies

Chris Thompson (Practice Manager)
Tracey Ingram
Jenny Drew (Chair)
Tony Drew
Eileen Brookes
Chris Peters
Iris Wilde (Treasurer)

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

Vice Chair-Tony Robinson

Ground Rules Reminder (on laminate cards)

Terms of Reference (on laminated cards))

1.0 Welcome and introduction

1.1 Tony Robinson welcomed group members and Apologies were noted.

2.0 Group Business:

2.1 Approval of minutes of meeting held 12th March 2015.

2.2 Matters arising

Tony Robinson, Len Wilson and Chris Peters were invited by Chris Thompson to attend a meeting at the Stag Surgery to discuss with the staff the appointments system. In attendance were, Dr Abbey and Dr Qureshi Dr Bell, two registrars plus reception staff and the nurses. Unfortunately Chris and Tracy couldn't attend. Jean Toner the senior Nurse chaired the meeting and suggestions were given by PPG members. Notes were taken and it will be explored to see if some issues can be resolved once she has consulted reception staff and doctors. Urgent appointments and on call are to be looked into. There isn't an easy solution but certain ways of working reception and management may be changed. Jean will report back to the PPG to feedback the response of all parties' concerning appointments and patients.

Pippa talked of doing a poster highlighting the number of DNA's and larger and more eye catching one re appointments, once they have decided on the new system. The earlier poster is easily missed. There is a text service reminding patients of appointments but is not working as well as it could.

Doctor Abbey has replied to Heather's letter on carers Corner and the Practice would like Heather and Pippa to carry on with their good work and appreciated all they had done for the surgery.

Regarding the display for carers corner, Pippa mentioned the surgery has put a disclaimer to be displayed for some leaflets that the surgery or NHS have not displayed these but could still give information on help to patients.

3.0 Newsletter:

3.1 The newsletter should be ready early May but at this moment we haven't had the draft to look at. Elaine will email Eileen and see what can be found out. Meanwhile, Eileen contacted Jenny and due to circumstances beyond Eileen's control the draft will now be available later in May.

4.0 New Website:

4.1 Tony Robinson had a look it and commented that it seems brighter but some were still having problems with system online. Will discuss at next meeting when Tony Drew is back.

5.0 News from the practice-Chris Thompson:

5.1 Will discuss at next meeting as Chris Thompson was absent this meeting.

6.0 Any other business:

6.1 Appointment meeting to be discussed at the next meeting when Chris Thompson has more news for us.

7.0 Next meeting 5.30pm 14th May 2015

Meeting closed 6.15pm.

EL02/05/2015