

Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 12th February 2015 at 5.30pm.

Present

Chris Thompson (Practice Manager)
Tracey Ingram
Jenny Drew (Chair)
Tony Drew
Tony Robinson (Vice Chair)
Chris Peters
Elaine Laurie (Secretary)
Iris Wilde (Treasurer)
Peter Appleby (Signatory)
Pippa Harder
Heather Hind
Gill Stokes
Len Wilson
Christine Pigg

Apologies

Eileen Brookes (Publicity)

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 meeting held 15th January 2015.

2.2 Matters arising

The constitution has been amended which will be published on the website. Peter Appleby provided a quote for the next Newsletter which came up at less than half price of the last one. And discuss photos if time allows.

3.0 Friends and Family Test:

3.1 Oldroyd have provided a new template for the upgraded website which now includes Friends and Family test software to produce reports ready to upload to our website.

The response from the practice to date are, 7 unlikely, 1 likely, 15 extremely likely, and online, 3 extremely likely, 1 likely and 1 neither. There were some compliments and some complaints about appointments system which is ongoing.

Reception staff still an issue some comments pleasant and some helpful some rude.

Chris Peters asked about notices to go up which would explain to patients about the appointments system and how things are working. Also because of doctors and staff shortage to make them aware why they may not get an appointment as quick as they would like. There will be a flow chart for staff to work to help them make decisions, that is in hand and will go towards the future workshop planned with Dr Abbey and staff to discuss the best way forward with appointments.

ACTION Chris Thompson

4.0 Car Parking:

- 4.1 Chris Peters wrote a paper which was emailed and distributed to the group explaining how the car parking at the Stag surgery could work. After a long discussion Chris will try his best to sort the situation.

5.0 Carers Corner (furniture)

- 5.1 Carers Corner needs to be re-established; racks for leaflets that were purchased have gone missing. Heather to write to Dr Abbey to re-consider allowing non NHS leaflets to be placed in the surgery. A display table may be purchased if we are allowed to put carers leaflets on display.
Advertising on the television screen was thought to be not appropriate for the surgery (funeral services)
Chris to look into this and other adverts and also the contract regarding the television.
Jenny to look into finding the price list and information on furniture for Carers corner.

ACTION Jenny Drew and Chris Thompson

6.0 News from the practice-Chris Thompson

- 6.1 Rose court will be closed on Friday 20th February due to staff shortage. It may be a one off but due to staff sickness this is the only solution that the practice can come up with.
Adverts have been put out for a doctor for the practice but no one has replied at the moment.
Chris went to a meeting on child exploitation which was presented well.

7.0 Any other business (limited to 2 items)

- 7.1 Iris would like to discuss Reception area.
Pippa suggested a meeting and greeting volunteer assuring patients that staff have been notified of their arrival and will be dealt with could help the Practice with staff shortages.

ACTION Chris Thompson.

- 7.2 Eloise Summerfield, Prescribing Advisor, from the Pharmacy medicine management department will be at our next meeting talking on waste management.

- 8.0 Next meeting 5.30 pm 12th March 2015.

Meeting closed 6.30pm.

EL 17/02/15