

Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 14th May 2015 at 5.30pm.

Present

Jenny Drew (Chair)
Tony Robinson (Vice Chair)
Elaine Laurie (Secretary)
Peter Appleby (Treasurer)
Christine Pigg
Tony Drew
Len Wilson
Pippa Harder

Apologies

Gill Stokes
Heather Hind
Chris Peters
Iris Wilde (Treasurer)
Chris Thompson (Practice Manager)
Tracey Ingram

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
Did Not Attend	DNA

Chair- Jenny Drew

Ground Rules Reminder (on laminate cards)

Terms of Reference (on laminated cards))

1.0 Welcome and Introduction

1.1 Jenny Drew welcomed group members and Apologies were noted.

2.0 Group Business:

2.1 Approval of minutes of meeting held.

2.2 Matters arising

3.0 Newsletter:

3.1 The Newsletter is in progress and the spotlight is on Doctor Qureshi this edition. Eileen has already interviewed her. There is an article on the appointments system including none attended etc. There will be an article reminder that Sky Ride has started again for people to go online and book a free guided cycle ride. There will be an article in the newsletter confirming the new doctors that are going to work for the surgery but we don't know their names as yet. Tony will finalise the publishing when Eileen has emailed him the copy and Jenny will circulate to the PPG for approval. It can then go to the printers and we are hoping to have the newsletter published by late May. Peter will enquire from his contact to check that the quote for printing still stands. There has been a large poster put up in the surgery's concerning the number of missed of appointments (DNA's). There are still ongoing problems with the patient not receiving text reminders, doctor's referrals also some patients booking more appointments than needed This needs to be looked into and if for the same person, this practice has to be stopped.

4.0 New Website:

4.1 Tony explained that from the Stag web home page there are different links which point to the online services web site for online appointments and repeat prescriptions. There is also a Friends and Family test link in the form of a green banner which patients should complete after they have seen a doctor or nurse. It would be useful feedback if the Friends & Family test was completed after each time they attend surgery.

5.0 News from the practice-Chris Thompson:

5.1 Unfortunately we haven't any news as Chris was not able to attend.

6.0 Any other business:

6.1 All the PPG members to receive emails addresses of each member. Some framed pictures in the Stag surgery are to be taken down and put up in Rose Court in exchange for some of theirs for a change of scenery and hopefully some will be sold.

A4 leaflet holders are to be put up in both surgeries for displaying the newsletter.

Photo completion instructions to be printed but will be put on hold for the moment.

Telephone conversations with a doctor are getting very confusing as waiting for a reply from a doctor and sometimes a receptionist rings you back when it should be a doctor.

PPG awareness week is the first week in June and wondered if any of the PPG group would be willing to be in the surgery's and give out the Friends and Family test and explain how it should work also to raise the issue of DNA's. Are patients aware how many non-attenders we get in the surgeries and have they ever had a problem with it and see if we can find out any information from patients that are attending; diplomatically of course. No decision was made on this activity as it will involve some training for people to be able to talk to patients in a confident.

Pippa raised the idea that we could access some training on this and that she would enquire further on the subject for us.

Len informed the group that we will be the last authority to be allocated an admiral nurse; Doncaster, Sheffield and Wakefield have now have this service. To go on the next agenda.

7.0 Next meeting 18th June 5.30pm 2015

Meeting closed pm. 6.20pm.

EL/24/5/2015