

Patient Participation Group Meeting held at The Stag Medical Centre  
Minutes of Meeting Thursday 14<sup>th</sup> June 2018 at 5.30pm

Present

Tony Robinson (Chair)  
Pippa Harder (Treasurer)  
Ralph Yeo  
Jean Toner  
Len Wilson  
AA Zaidi  
Megan Hawley  
Heather Hind  
Iris Wilde  
Christine Pigg  
Lynne Battersby

Apologies

Sandria Gilling  
Jayne Griffiths  
Margaret Denis  
Steve South

Abbreviations used:

|   |       |
|---|-------|
| Care Quality Commission                         | CQC   |
| Clinic 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 Appointment                      | DNA   |

Tony Robinson (Chair)  
Ground Rules Reminder (on laminated cards)  
Terms of Reference (on laminated cards)

**1.0 Welcome and Introduction**

1.1 Tony introduced Lynne Battersby to the group.  
Apologies were noted.

**2.0 Group Business**

2.1 Approval of minutes of last meeting held Thursday 10<sup>th</sup> May 2018.  
2.2 Matters arising.

**3.0 Book Donation**

3.1 Jayne Griffiths will be donating a substantial amount of books from RDGH to the practice to help raise funds to go towards the PPG. Tony will liaise with Jayne to collect the books.

**4.0 PPG Activities**

4.1 The group supported the PPG Awareness Week at the Stag Medical Centre & Rose Court Surgeries Tony thanked the group members who supported Event.

4.2 The group are holding an NHS 70<sup>th</sup> birthday event at the Stag, Coffee, Fruit, Cakes & Soft drinks will be available for free. Any donations will be going to Dementia UK. Heather Hind will be supporting the Purple Butterfly Appeal at the event.

## **5.0 Newsletter**

5.1 The final newsletter has been circulated to the group and will be printed and released for public distribution. Links will be available via the practice website and social media accounts.

5.2 The group would like to thank Eileen Brooks & Ralph Yeo for all their hard work and contribution to the newsletter, the group felt it was an excellent newsletter with some very interesting articles.

## **6.0 Carer Awareness Sessions**

6.1 Jean felt the group would benefit by having some carer awareness sessions, especially those who were in contact with patients and carers.

6.2 Jean was going to liaise with Beth Goss-Hill about constructing a suitable care package. It was mentioned that Janice Cutting had some ideas about a similar package.

## **7.0 Practice News**

7.1 Jean informed the group that provisional dates for the flu clinics are 22<sup>nd</sup> Sept & 31<sup>st</sup> Oct, with a possibility of additional dates. This is subject to the availability of the newly released vaccines.

## **8.0 Any Other Business**

8.1 Lynne Battersby raised a concern regarding the issuing of sick notes on discharge from hospital. Lynne was discharged without being issued a sick note and contacted the practice to obtain this. When Lynne was contacted she was told that this was the hospital's responsibility. This left Lynne in a frustrating situation between the practice and the hospital, which is not good when someone is ill. The outcome of this was this should never have happened and would be raised at the Manager's Meeting.

8.2 Mr Zaidi raised a concern regarding the amount of patients that Did Not Attend (DNA) Appointments in 2017 & the information circulating regarding this. Mr Zaidi suggested over booking clinics to reduce DNA's.

Next Meeting 5.30pm Thursday 12<sup>th</sup> July 2018