

Patient Participation Group Meeting held at The Stag Medical Centre

Minutes of Meeting Thursday 15th January 2015

Present

Dr Abbey
Chris Thompson (Practice Manager)
Tracy Ingram
Tony Drew
Jenny Drew (Chair)
Chris Peters (Vice Chair)
Elaine Laurie (Secretary)
Iris Wild (Treasurer)
Peter Appleby (Treasurer)
Pippa Harder
Heather Hind
Tony Robinson
Gill Stokes
Eileen Brookes
Christine Pigg

Apologies

Len Wilson

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

Chair-Jenny Drew

Ground Rules Reminder (on laminate cards)

Terms of Reference (on laminate cards)

- 1.0 Welcome and introduction and welcomed Dr Abbey.
- 1.1 Jenny welcomed group members. Apologies were noted
- 2.0 Group Business:
 - 2.1 Approval of minutes of meeting held 4th December 2014
 - 2.2 Friends and Family test –Chris Thompson
 - 2.3 Chris has put posters up asking patients for feedback. A trial run was on last December which had 30 feedbacks also some electronic ones all of which were quite positive. Partners in the practice were informed. We need to raise the profile and encourage patients to fill the forms in. If the PPG could be present in the surgeries once a month to see if we can help encourage patients that may help but Chris didn't want to rush into organising anything just yet. There is a box in reception with the forms in; one mistake age 64 -75 is missing.
Unfortunately doctors and nurses do not have time to ask patients. It has been put on the JX board?
- 3.0 New from the Practice:
 - 3.1 Dr Abbey gave a resume of how the Practice was coping with appointments. She stated that a joint working group with receptionists and the PPG would be set up to explore all the ramifications of the Practice appointment scheme during the time out sessions which are held on a Thursday every two months in the Practice.
- 4.0 Any other business:
 - 4.1 Chris Peters asked about 7pm appointments. Dr Abbey said it had been considered but unfortunately it can't be stretched to this time but the surgery is open Tuesday evening until March to cover the winter period. Flexibility should be used for appointments (Dr Burns does support the surgery when he can).
Some patients are attending surgery for minor complaints of which they could look after themselves.
Phone consultations are 5 per doctor which quickly fill up. Triage was tried but didn't work.

Car parking still a problem. Next meeting will hammer it out. Funding for Newsletter was agreed by Dr Abbey and Chris Thompson .Carers corner furniture will be discussed at the next meeting

Meeting closed 18.45. Next meeting 5.30pm 12th February 2015.