

The Tickhill & Colliery Medical Practice

Patient Representation Group

www.thetickhillsurgery.co.uk

www.thecollierysurgery.co.uk

Minutes of the Meeting of the Patients Participation Group

Held on Wednesday 14th September 2016 at Tickhill

Present

**Mrs N Carr
Mrs K Ripley
Mrs J Hart
Mrs P Birchall
Mr I Morris
Mr L Batty
Mrs J Barton
Mr J Bergin
Mr S Johnson
Mr G Moss
Mrs J Dodd**

Apologies

**Mrs H Burke
Mrs M Barnes
Mrs C Smith
Mr G Tissington
Mrs J Tissington**

Welcome by the Chair

Norma opened the meeting the meeting, welcoming all attendees, she also accepted the apologies of those listed above. Julie gave apologies on behalf of the doctors

Norma suggested to the committee that at future meetings she would no longer be going through the minutes of the previous meeting as these were always sent to all members in advance giving them the opportunity to ensure they were a true record. She then asked for someone present at the last meeting to propose the motion. Jan volunteered and Graham seconded it. Agreed unanimously. Norma requested that in future anyone wishing to give feedback to the practice sends it to herself in advance of the meeting. This will be forwarded to Julie so she can prepare a response.

Action Points

Julie informed the group that in her absence, phone calls and emails from patients would initially be received by the secretaries who would then inform one of the partners.

Julie fed back that the partners had decided against a photo board; a lively discussion then took place.

Treasurers Report

Ian informed the group that the current balance stands at £174.18. There has been no expenditure this month. He also said the price of printing the Patients Charter leaflets would be £40.00 for 400. He then agreed to place the order. These were to be distributed at the Flu Clinic. Judith in her role of Dementia Friends Champion asked if the Treasurer was happy with her booking the Parish Room for her Awareness sessions. He was.

Action Planning

Kate had printed off Public Health Outcomes Framework which she went through, identifying Doncaster's performance. She highlighted specific areas which she thought may be appropriate for PPG involvement. This precipitated another lengthy discussion. Several ideas were put forward however, Graham felt strongly that although these were appropriate for consideration, the committee should still focus on the appointment system. This prompted a response from Julie informing the group on behalf of the partners that this topic is not up for further discussion. This elicited a wide variety of responses. Ian Morris explained that he had met with the Practice Manager and asked a series of questions re the appointments system and he intended to write up his understanding and feed it back to the committee. Thus we can all have an understanding and can answer questions when asked. Julie is happy with that. Norma also asked Julie to find out from the partners what they felt our priorities should be.

Feedback from the Practice

Julie reported that the Healthcare Assistants would receive training to enable them to help the nurses.

The figures for September of those patients who did not attend the appointments they had booked were as follows:-

**Total not attended = 82 of which 50 were at Tickhill.
Also at Tickhill the number of patients who had booked appointments needing to be seen on the day but not attended =12.
Tickhill pre-booked including 2 Saturday appointments = 25.
Tickhill baby clinic as per letters sent out by Doncaster NHS Child Health Services = 13.
Colliery total not attended = 32, on the day appointments = 10.
Pre-booked of which 1 booked online and 1 minor surgery = 22.**

The meeting closed at 20.10

The next meeting will be held at the Colliery at 6.15 on 19th October.