***The Tickhill & Colliery Medical Practice***

[www.thetickhillsurgery.co.uk](http://www.thetickhillsurgery.co.uk/)

www.thecollierysurgery.co.uk

Present Apologies from

Mrs N Carr Mrs J Hart Mr L Batty

Mr S Johnson Mrs J Hilling Mrs CM Barnes

Mrs K Ripley Mrs P Birchall

Mr R Totty Mrs M Totty Mrs H Burke

Mr G Tissington Mrs J Tissington Mrs S Salthouse

Mrs J Wilkinson

Mr Russell Gardner Practice Managaer

Mrs J Dodd Assistant Practice Manager

Dr Ian Saunders GP

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**Welcome** – The Chair Mrs N Carr welcomed everyone to the meeting with an especially warm welcome to the new Practice Manager Mr Russell Gardner. Apologies were accepted from those listed above.

**Minutes of the meeting held on 26th February 2014.**

These were proposed as a true record by Stan Johnson and seconded by Robert Totty. Unanimously accepted.

**Matters Arising**

* The work on altering the labels on the Comments Boxes and the notices re these boxes is in progress with Julie.
* Louise has ordered the leaflets on behalf of the PPG at a cost of £175 for 500. The last of the present ones will be used at the information session with the name of the practice manager being altered by hand by Marjorie who volunteered to do this instead of Jan.
* The surveys are on hold and Norma is working with Sarah on these.
* Stan and Norma are going to the Area meeting on April 11t. Norma will take notes for feedback at the next committee meeting.
* The information Session has been advertised with fliers, posters, information on School Newsletters. Thanks to Jane, Jan and Helen for this.
* Kate produced an article for the Today Magazines

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Action Sarah

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**Update on Information Session**

Kate has organised exhibitors to include:-

Well-being officers, Public Health, The Test Your Health Team, The Carers Service, The walking Group, The Pilates Group, and there will be information from Dieticians, Diabetic Liaison, and Mental Health.

The Group thanked Kate for her hard work.

**Responsibilities on the day**

Refreshments: Marj and Rob to purchase and pass receipts to Jane.

Jen and Geoff to serve refreshments with Marj and Rob.

* Badges and fliers will be collected from the surgery by Jan or Norma.
* Jan will be handing out fliers in the village to attract patients.
* Kate will help set up and then go to the Country Market with fliers to attract patients.

**Use of the Questionnaire at the Information Event**

Sarah has produced the questionnaire and an exit survey which will be used at the Information event. She has worked cooperatively with Kate and Norma on these and will be at the event asking patients to complete them.

**Update on the Action Plan**

Norma explained that the results from the Patient Satisfaction Survey done last Autumn were what had informed the selection of Priorities as set by the practice. Norma stated the PPG Priorities from this year overlap with those from 2013 because the comments from those patients completing the forms are similar to those from last year. She stated an acceptance that this may well continue to be the case despite any efforts by the practice.

Norma drew attention to the figures where 89% ( Colliery) and 88% (Tickhill) of patients felt their appointment was good, very good or excellent. She felt these figures may well be representative of all the patients but stated that only 2.9% of the patients had completed forms.

It was recognised that the number of forms completed was seen as being statistically accurate by the National Company carrying out the survey.

However Norma felt that the PPG ought to give all patients the opportunity to pass comments and with that in mind had contributed to the article for the May edition of the Today magazines. She distributed copies of the article which thanked those patients who had contributed, and introduced contact us forms which enable all patients to ask questions, provide feedback, and make suggestions. It also gives the PPG email address and informed all patients that the PPG would be canvassing patients’ views at Open meetings, galas and flu clinics.

The June Article will be a write up of The Information Session done by Sarah, and in July we are aiming to encourage all patients to consider whether they need a GP or a Nurse or if an alternative health professional could be their first port of call. Eg Chemist or Physiotherapist.

Of the three priorities identified by the PPG which are:-

* Clinician of choice
* Appointments, Telephone System, Triage, DNA, Continuity of Care
* Informing and encouraging patients to take responsibility for their own health.

The PPG has started with Priority 3 and are starting with The Information Session on April 11th 2014. Information will continue to be released via press articles and we intend to move onto the other two priorities in the near future.

Russell explained that he would be looking at the appointment system over the next three months. He is making this a priority and is looking at freeing up time and reducing wastage. He stated that the practice are using a target day to

Action

Sarah

Action

Russell

Action as listed

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Action Russell

look at how appointments are made. Both he and Dr Saunders stated that any changes following the review could take up to a year to fully implement.

Dr Saunders said that Triage links to the appointment system but that it has been shown not to work as well in General Practice as it does in A and E. The practice did trial it but it added to work load, resulted in more phone calls and proved to be unpopular with staff and patients.

The Committee thanked both Russell and Dr Saunders for their input explanations and the promise of the review.

**Did not attends**

This is an ongoing issue and in the past the figures for appointments have been displayed in graph format in the waiting area, and used by the PPG in press releases to gain a level of understanding amongst patients as to one of the reasons it is hard to get an appointment.

The PPG had agreed that a larger easier to read and more eye-catching display would be made and updated regularly. The member tasked with this has left the group and so Jan gave out copies of one suggestion.

Russell then produced the figures of DNA for March as numbers of missed appointments and also in minutes and hours wasted format. Linking this to costings is also something that he is interested in exploring.

He has a lot of ideas and asked for time to explore these. The group agreed to this stating that they would continue to include the figures in any articles they produced for the Today Magazines.

Russell and Dr Saunders stated that all information on display needed to be up to date, fresh and new. It was agreed that the same message could be displayed in different formats over different months to catch the eye.

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Action Russell

**Treasurer’s Report**

Jane stated that there had been no charges against the account and therefore there was no difference in the balance to that issued at the last meeting. She issued copies of the account and asked for any outstanding receipts and invoices to be passed to her for payment.

Jan stated that she had bought stationery and stamps and asked the Committee for approval to pass the invoice to Jane. This was unanimously agreed.

Norma said there would be an invoice for the hire of the Parish Room which she would pass on as soon as she received it. The bill for the printing of the fliers has not yet been received.

**Any other business**

Jan asked for the message board to be altered from Patient Representative Group to read PPG or Patient Participation Group so that there was continuity of name. Also if possible for the message to be altered to give the PPG email address. There is a restriction on the length of messages such that they fit but Russell agreed to look into this.

Jane agreed to print off an A3 poster with the PPG email address for display.

Dr Saunders shared the fact that Dr Cook was very poorly. It was agreed that a message stating that he was in our thoughts be sent. (Unfortunately Dr Cook died the following morning. Condolences have been sent from the group to Mrs Cook and the family)

The group gave a big vote of thanks to Julie for her continued help and support especially over the last few difficult months. All of which was gratefully acknowledged by the group and by The Practice.

There being no other business the meeting closed at 7.30pm

**Date of Next Meeting** The next meeting will be held on Wed MAY 7th 2014 at Tickhill