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

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

www.thecollierysurgery.co.uk

Present Apologies from

|  |  |  |
| --- | --- | --- |
| Mrs N CarrMrs J HartMr S Johnson Ms H BurkeMrs J Hilling Mrs M TottyMr R TottyMrs J DoddMr R Gardner  | Mrs K RipleyMrs J TissingtonMr G TissingtonMr L BattyMrs J WilkinsonMrs CM BarnesAssistant Practice ManagerPractice Manager | Mrs P BirchallMrs J Barton |

|  |  |
| --- | --- |
| 1**Action**22a345**Action**6**Action**78**Action**9 | **Welcome** – The Chair Norma Carr welcomed everyone to the meeting and accepted apologies from those listed above. She explained that Sarah had, for a variety of reasons, tendered her resignation with effect from the end of September. The committee accepted her resignation with regret and sent their thanks and best wishes to Sarah. They asked for a formal letter to be sent conveying this. It was agreed that Kate would contact Sarah re the Health event. **Kate and Jan****Minutes of the August meeting**These were proposed as a true record by Mary Barnes and seconded by Les Batty. Unanimously accepted.**Actions from the last meeting**Norma explained all action points had either been completed or would be included in other agenda items.**Treasurer’s Report**Jane distributed an statement of accounts showing a balance of £19.05 and added that the balance to date was in fact 12.31. In response to a question re the receipt for payment for the booking of The Parish Rooms Jane was told that Norma hoped to have it in the next few days. Norma reaffirmed the fact that the bill for The Hire of Harworth Town Hall was being met by the Practice and should be forwarded to Russell.**Feed back from PPG To Practice**The following items / questions were passed to Russell * When patients are kept waiting over the 20mins stated in the charter could they be informed of why?
* How many patients are there in Stainton?
* Why have there been no online appointments for over three months?
* The website has some sections in need of updating.
* Could there be a direct link to online appointments instead of having to find it through online prescription?
* Could copies of the Practice Leaflet be available in The Waiting Areas at both premises?
* 4 patients passed on their thanks and made positive comments about Dr Sheehan and his professional telephone manner.

**Update by Russell*** The GPs go through an annual appraisal

The results for this last year are as follows:-91% of respondents got to speak to a GP..75% of respondents stated it was easy to get through to the surgery.91% of respondents find surgery staff helpful.45% of respondents usually get their preferred GP51% of respondents said the nurses were good at involving patients in their care.58% of respondents waited 15m or less after their appointment time.* The Surgery has appointed a new Staff Nurse on a two year contract. She is called Claire Billups and is already being acknowledged as being very professional, and knowledgeable.
* The Practice is looking to affirm ZERO tolerance policy on abuse of any kind, by any medium towards staff. This follows verbal abuse and threatening behaviour to reception staff and abusive telephone calls to the Practice Manager. The Practice Team have been working hard to improve services to patients and staff morale and there has been good progress made which is ongoing. In answer to a question Russell revealed that the incidence of abuse is higher in Tickhill than at The Colliery Surgery.
* After discussion it was agreed that a notice be prominently displayed with respect of the policy of ZERO tolerance.
* The NAPP renewal is due and The Practice will pay.
* The Friends and Family Test is being introduced across all Surgeries on December 1st 2014 and replaces the previous annual questionnaires.
* Having attending a presentation by the CCG called “I want great care” Russell has signed the practice up as it not only gives good feedback for CQC, it is free for the first 3 years.

It works in the same way as the Friends and Family scheme whereby every patient is issued with a business card by their practitioner and can respond using a web link or if they prefer using a postcard which can be posted in the comments box.* The practice has spoken to Jo Liversidge who is trialling an APP for dementia assessment with a view to using it within the Practice.
* The Practice is moving across to the use of the desktop programme, ICE, which allows practitioners to request, access patient details and accurately print labels, request tests, and view patients Phlebotomy and urine results.
* DNA figures for the preceeding month.ie August showed some improvement with Tickhill down to 103 missed appointments from124 and The Colliery down to 64 missed appointments from 84. The total time lost was 35 hours.
* Norma thanked Russell for his input and said she had been informed that some patients book an appointment a month in advance in case they need one rather than booking when they need one. This was seen as a deplorable practice and one which needs to be stopped.
* Norma explained that she had met with Mrs Molwuka who has joined our wider group and is keen to help get information out to our patients. Mrs Molwuka had suggested that if the PPG had a facebook page or some other form of social media site it would be a relatively simple way to reach a further section of our patients. She offered to run the page and to set parameters and controls to prevent abuse and misuse. It would be linked to the PPG email address. Following discussion is was agreed by the majority that this was not a good idea and should not go ahead.

**Norma to inform Mrs Molwuka****Health and Wellbeing Event in Harworth*** Members were reminded that this would be held between 10.00 and 12.00 at Harworth Town Hall. The committee will have access from 9am til 1pm to allow for setting up and clearing away.
* Posters are up in The surgeries, at The Town Hall and around Harworth and Bircotes and Flyers are out with 230 being distributed via the Church Junior School and others at Church Services. A full list of what and where was given to Kate as the organiser.
* Fliers to display in car windows when parked were handed out by Les and fliers are ready to be given out on the day. These have been done by Jane and by Les who has also produced some road side advertising boards on stakes which can be hammered into the ground around the area.
* Kate asked Les, Stan, Jen and Geoff to collect fliers for distribution by 9.30 from her.

The committee thanked Kate Jane and Les for their hard work.* Kate has 12 exhibitors attending and The MacMIllan Coffee Morning Kit has arrived. Kate checked with Marj and Rob that there were sufficient supplies of drink making ingredients and issues around levels of charges were discussed as was the guess the number completion for which the prize is half the money raised by the competition. The decision that along with the raffle this was something that people had a choice as to whether or not to participate and it could all go ahead.
* Gift aid forms are available for completion to claim tax back.
* Russell explained that Nurses Heather and Claire were attending and using a proforma to gather information such that they could ensure any medical data gathered could be passed back to the relevant medical practices.
* The Practices Nurses will see ALL ages whilst the NHS Test Your Health Nurses will only see patients aged 40 to 74 years of age.
* Kate asked for food to be at the Town Hall for 9am with a view to setting up the area
* Jan offered to purchase paper plates and napkins. Rob and Marj have purchased the tea and coffee making supplies as their contribution.

**Flu Clinic*** Norma asked for names of members attending The Flu clinic at Tickhill to help out. The following will be attending Stan Kate and Helen. It was agreed that they would have copies of The PPG Leaflet and a flier for the AGM.

**Jan to produce flier for the AGM****AGM update*** Advertising is on the website / in the surgeries and has been out in publications for the last two months. All members of the wider group have been reminded by email**.**
* We have 3 places up for election and to date we have four nominations with the closing date for nominations being the end of September.
* The AGM will be followed by a committee meeting where elections for the posts of Vice Chair and Secretary will take place. Candidates require a proposer and seconder and must sign their form.
* At the committee meeting dates of meetings for the coming year will be presented. Committee members are asked to come to the meeting in November with ideas of events to be included and places where we can access the community to sign up members for the wider group.

**Feedback from the Area Group Meeting**Norma and Stan attended the Area Group Meeting * One speaker was Mr Roy Barnes the DMBC Dementia Friends Champion.
* A half hour training session was given and as a result Norma and Stan are now Dementia Friends.
* The target is to have 3,000 dementia friends in Doncaster by March 2015 and 1million nationally.
* It was agreed that Jo Liversidge should attend the November Meeting and do the same training session for our group. It involves educating people in tolerance of and support towards people with Dementia.

**Norma and Stan to arrange*** Marie Hancock the Cancer Strategy and Delivery Manager was also present.
* An overview of Healthwatch was given and it is something that may well affect all PPGs. Norma explained it is an independent organisation working with partners as a critical friend eg hospitals, care homes etc to collect experiences and stories re Health and Social Care Services with a view to helping to improve them. It also looks to signpost, help and support patients in making a complaint about NHS experience.
* It was stated that there may be a move from the link with the CCG to a link with Healthwatch in Doncaster and Norma expressed her concern at the meeting that this was not what PPGs wanted or needed, that PPGs did not deal with complaints and that we wished to maintain our link with The CCG their resources of speakers and to have our input into decisions affecting our practices and patients.
* Russell agreed with Norma and Jan pointed out that Hospitals already had PALS to do this.

**AOB**A procedure was put in place to ensure a float was available for change at the coffee morning.**Date of next meetings**The Open Health Event will be on **Friday September 29th** at Harworth Town Hall. Open to the public 10-12 but group members should be there from 9am to set up. The next meeting The AGM and Committee Meeting will be on **Wednesday** **15th Oct 2014** at The Parish Rooms Tickhill from 6.15.**The meeting closed at 20.00 hours**  |