

# **The Field Road and Barnby Dun Surgeries**

## **Patient Participation Group**

### **Minutes of the meeting held on 4 November 2014**

Present: Mrs R Holdsworth Chair  
Mrs R Lea Vice Chair  
Mr E Holdsworth  
Mr J Waggitt  
Mrs D King  
Mrs A Singleton  
Ms A Hutchinson  
Dr M Wilkinson  
Mr C Henry Equalities & Patient Experience Manager  
Mr P Kemm Practice Manager

Apologies:

#### **1.0 Welcome and Introductions**

Ms A Hutchinson was welcomed to her first meeting of the PPG. She was provided with a terms of reference and code of conduct document for the PPG.

It was noted that unfortunately two new members of the group were not in attendance, and had not sent apologies. Mr Kemm was asked to write to them to see if they were still interested in remaining members of the PPG.

PK

#### **2.0 Minutes of the Last Meeting**

The minutes of the last meeting held on the 12 August 2014 were agreed as a correct record of the meeting.

#### **3.0 Matters Arising**

##### **3.1 Practice Opening Hours**

This will be discussed at the next Partners' meeting. The option of opening the practice at 08.00 instead of 08.30 will also be discussed.

#### **4.0 Application to Join the PPG**

The PPG had received an application from a Mrs Burton to join the PPG. The application was approved. Mr Kemm will write to confirm her membership.

PK

The PPG has now reached its maximum of ten members.

#### **5.0 Practice Update**

Mr Kemm briefed the PPG on the latest practice developments. A new GP Partner is being sought to provide additional sessions at the Practice, and to accommodate the wishes of Dr Wilson to reduce his sessions, as he prepares for retirement.

Mr Kemm provided information on the increases in consultation rates, and decreased funding to primary care, and the pressure this has imposed upon the Practice.

The Practice hopes to recruit a new Partner. However recruitment is proving to be a problem for all Doncaster practices with a vacancy for a GP. Increased workload, reduced funding and the challenges of working in a deprived area, have made recruitment difficult for all practices.

#### **6.0 Dementia Event**

The Dementia Event organised by the PPG in Stainforth had proved to be very successful. Seven members of the PPG had attended, and there had been three patients with dementia, and their carers.

The Library in Stainforth had been an excellent venue and had made everyone very welcome.

The presentation had been excellent and the patients, who were all at different stages of the illness, and their carers, had found the event to be very useful and informative.

Following the event Mr Waggitt had volunteered to become a 'dementia champion'. Mr Henry offered to look into training for Mr Waggitt as he had been unable to access local training for this role.

CH

One concern about the event was that only one person attended

who lived in Stainforth, however a Stainforth Councillor made a brief visit and offered to encourage local people to attend a future event. It was agreed to repeat the event in 2015.

Mrs Holdsworth agreed to collate a report from the PPG for Mr Henry.

RH

## **7.0 PPG Annual Review**

Mrs Holdsworth presented the annual review of the work of the PPG. The PPG has now been established for one year and all present agreed that it had been very successful in its first year.

Full membership of the group has now been achieved. The PPG have contributed to the design of the patient survey, and have reviewed the results of the survey. Following this review the PPG have developed priorities for action by the Practice and have monitored the practice achievement of these priorities.

PPG members have contributed to the wider Doncaster PPG Network organised by Mr Henry.

It was agreed to publicise the work of the PPG through the Practice newsletter and website. Mr Kemm was asked to produce an article for publication.

PK

## **8.0 PPG Work Plan 2014/2015**

The PPG identified four priorities for action in 2014/2015.

### **8.1 Telephone System**

Mr Kemm was asked to investigate a replacement telephone system for the Practice.

### **8.2 Dementia**

The PPG identified work around Dementia as one its priorities for the year. A further public event will be held in Spring 2015.

### **8.3 Replacement Seating at Barnby Dun**

The low seating at the Barnby Dun surgery to be replaced when possible.

#### **8.4 Practice Opening Hours**

The Practice to discuss the possibility of earlier opening hours for access to the Practice.

#### **9.0 Appointment of Chair and Vice Chair of the PPG**

The posts of Chair and Vice Chair of the PPG were reviewed. Mrs Holdsworth was asked by all present to remain as Chair. Mrs Lea asked to stand down as Vice Chair, but to remain in the PPG. Mr Waggitt will replace her as Vice Chair.

#### **10.0 Friends and Family Test**

PPG members offered assistance to the Practice when the Friends and Family Test was introduced in December 2014. Mr Kemm thanked the group for their offer of help.

#### **11.0 PPG Network**

Attendance at the Doncaster PPG Network meetings will be shared amongst members of the PPG. Mr Waggitt will attend the meeting in January 2015. Ms Hutchinson may attend in place of Mrs Holdsworth.

Mr Henry will be offering a workshop for Doncaster Practice Managers in developing a PPG. He asked if Mrs Holdsworth and Mr Kemm could attend as he would like to use the Field Road and Barnby Dun Surgeries PPG as an example of good practice. Both agreed to attend the workshop.

#### **12.0 Duty Doctor System**

Mr Waggitt asked Dr Wilkinson about arrangements for patients requesting urgent appointments. He wondered if an arrangement for patients to come and 'sit and wait to be seen' would be feasible.

All members of the PPG were familiar with this type of appointments system that had used to be common practice in many surgeries.

Dr Wilkinson explained the current arrangements of pre bookable and book on the day appointments, and the use of

nurse triage for requests for emergency appointments. Following the discussion all members of the PPG were happy with the current arrangements for routine and emergency care at the Practice.

### **13.0 Venue for Future Meetings**

Mr Kemm was asked to write to the two new members of the PPG to see if they will be attending future meetings. The venue of the meeting had been changed to the Barnby Dun surgery to accommodate one of the new members. It was agreed that the meeting room at Stainforth was a more appropriate room if all members could access the room.

PK

### **14.0 Date and Time of the Next Meeting**

13.30 on 10 February 2015.