**The Field Road and Barnby Dun Surgeries**

**Patient Participation Group**

**Minutes of the meeting held on 16 February 2016**

Present: Mrs R Holdsworth Chair

Mrs D King Vice Chair

Mrs A Abbott

Mrs S Dunning

Mr E Holdsworth

Ms A Hutchinson

Mrs R Lea

Mrs A Singleton

Dr M Wilkinson GP Partner

Mr P Kemm Practice Manager

Apologies: Mr J Waggitt

1. **Welcome and Introductions**

Apologies were noted.

Introductions were made to Mrs Abbott who was welcomed

to her first meeting of the PPG.

**2.0 Minutes of the Last Meeting**

The minutes of the last meeting held on the 17 November 2015 were

agreed as a correct record of the meeting.

**3.0 Matters Arising**

**3.1 Information Sharing with Local Pharmacies**

Jane from Weldricks Pharmacy at Barnby Dun has offered to attend

the next meeting of the PPG to discuss the information sharing with

local pharmacies.

**4.0 Practice Update**

**4.1 Information for Patients**

There will be a series of information events for patients held at

the Field Road Surgery.

Doncaster Carers had attended on the 15 February 2016.

Age UK will be in the practice on the 9 May 2016.

Mind will visit the practice in September 2016. Final date to be

confirmed.

**4.2 08.00am Opening**

As requested by the PPG the practice has started opening for routine

work from 08.00am from the 1st February 2016.

**4.3 Staff Changes**

Lucy has left her post as receptionist at the Barnby Dun surgery to

take up the post of Health Care Assistant Apprentice. This is an

eighteen month training course. Natalie will now be the main

receptionist at the Barnby Dun surgery.

Unfortunately two of the practice nurses are on long term sick

leave. All efforts are being made to replace their hours where

possible with agency staff.

Mrs C McMillan will become the Assistant Practice Manager from

April 2016. Mr Kemm will be working part time, three days per

week from May 2016.

**4.4 Barnby Dun Surgery**

Mr Kemm briefed the meeting on the proposed development

of the Barnby Dun surgery. The new building will provide three

consulting rooms, and a treatment room. An application has

been made for planning permission. Local neighbours to the

building have been consulted and they are happy with the

proposed building.

**5.0 PPG Logo**

The meeting discussed the proposed logo for the PPG. A

logo prepared by Mrs Dunning was chosen. Options for the SD

colour of the logo will be presented by Mrs Dunning at the

next meeting.

**6.0 Patient Non Attendance for Appointments**

Dr Gadsby has taken the lead in the practice on presenting

information on the number of patients who fail to attend for their appointments.

The number of patients failing to attend their appointments

was a concern to the PPG as well as the practice.

The Tickhill PPG have succeeded in halving the number of DNAs

at their practice. There was a wide ranging discussion around how

to reduce DNAs. Mr Kemm informed the PPG that all patients who

had failed to attend two appointments in a twelve month period

would receive a first letter informing them of the practice policy.

If the patient failed to attend a third appointment then they would

receive a final letter advising them that any further failure to

attend appointments may result in them being asked to

register at another practice.

Many patients who fail to attend appointments have mental health

issues and chaotic lifestyles and the practice rarely asked

patients to register at another practice. However due to the high

number of DNAs the practice will now have to apply the policy

more rigorously.

Mrs Abbott raised the issue that there a high number of people

in Stainforth who are unable to read and write. The meeting

discussed how to identify and contact this group.

Local publicity on the high numbers may be helpful and Mrs PK

Abbott and Mrs Lea will ask local village publications to

include this information to inform patients of the problem.

**7.0 Membership**

It was agreed that if a member of the PPG failed to attend two

meetings without offering apologies they would receive a letter

asking if they still wished to remain part of the group. If no reply

was received to this letter within two weeks then they would no

longer be considered to be part of the PPG.

Mr Kemm was asked to write to Mrs Barrett to this effect. PK

If there is a vacancy in the PPG it was discussed whether

this should be offered to an applicant who lived in the

Stainforth area, or was a younger person. After discussion

it was agreed that it should be offered to the first applicant

irrespective of their home location or age.

**8.0 Publicity for the PPG**

The PPG information notice in the practice waiting room

will now state the full name of each member of the PPG.

However contact with the PPG should be via the practice PK

manager as individual contact details will not be listed. A

larger font was also requested for the notice.

**9.0 PPG Network Meeting**

Mrs Holdsworth briefed the meeting on the last PPG Network

Meeting. The option to amalgamate with Healthwatch had

been discussed but not accepted by the PPG representatives.

Mrs Holdsworth and Mr Waggitt will be attending the next

meeting in March 2016.

**10.0 South Yorkshire WI Federation**

The South Yorkshire WI Federation group will be discussing

the prescribing of antibiotics at their October meeting.

Mrs Lea asked the practice representatives if they knew of

any possible NHS speakers. Mr Kemm offered to contact the

Medicines Management Group at the CCG.

**11.00 Date and Time of the Next Meeting**

13.30 on Tuesday 10 May 2016 at the Field Road Surgery.