**The Field Road and Barnby Dun Surgeries**

**Patient Participation Group**

**Minutes of the meeting held on 10 June 2014**

Present: Mrs R Holdsworth Chair

Mrs R Lea Vice Chair

Mr E Holdsworth

Mrs A Singleton

Mrs D King

Mr C Henry Equalities & Patient Experience Manager

Dr M Wilkinson GP Partner

Mr P Kemm Practice Manager

Apologies: Mr J Waggitt

**1.0 Minutes of the Last Meeting**

The minutes of the last meeting held on the 11 March 2014 were

agreed as a correct record of the meeting.

**2.0 Matters Arising**

**2.1 Customer Care Training**

This will now take place on the 10 September 2014. The April

date had been re scheduled by the Trainer.

**2.2 Communication**

Mrs Catherine McMillan has been appointed as the Data

Manager. Patient newsletters will be re introduced by her

to improve communication with patients.

**2.3 Terms of Reference**

These will be discussed at the next meeting. PK

**3.0 Gypsy and Traveller Briefing**

Paula Nicholson and Violet Cannon from Doncaster CVS briefed

the group on the healthcare needs of the Gypsy and Traveller

communities. The briefing included a question and answer

session on the origins and history of the various diverse

ethnic communities who are included under the Gypsy

and Traveller ethnic groupings.

Both workers offered their assistance to the Practice in

working to meet the particular healthcare needs of the

Gypsy and Traveller patients.

**4.0 Practice Update**

Mr Kemm updated the PPG on changes at the Practice. This

included a reduction in sessions by Dr Wilson to three

sessions per week, and a proposed reduction in sessions by

Dr Brown, at the end of the year. The four session reduction

will be met by the recruitment of a new GP.

The Practice will be undertaking a new service in monitoring

the most vulnerable 2% of the practice population who are

at risk of an inappropriate admission to hospital. This will

involve the creation of individual care plans and follow up

contact with patients in the group when they are discharged

from hospital.

Staff changes at the practice include the retirement of three

receptionists, Sandra Ness, Linda Brookhouse and Jessie

Little.

The Practice report on patient participation was approved

by NHS England for 2013/2014. There are changes to the PK

scheme for 2014/2015. Mr Kemm will update the group

at the next meeting.

**5.0 Dementia Group and PPG Local Events**

Members of the group were keen to promote information

awareness about dementia. A ‘dementia café’ has been

established in Barnby Dun and there was a wide ranging

discussion around linking with the work of this group and

promoting a public engagement event.

Mr Henry advised the group on the training and resources

available to facilitate a public event around dementia.

It was agreed that a meeting held in Stainforth might be RH

more appropriate and Mrs Holdsworth offered to contact

the Central Club in Stainforth.

The GPs were thanked for agreeing to provide funding

towards the cost of the public involvement events.

**6.0 Practice Opening Hours**

The Practice opening hours were an agenda item from

Mr Waggitt. There was a discussion around the opening

times but in his absence it was unclear as to the issue PK

that he wished to discuss. To be discussed at the next

meeting.

**7.0 Drinks Machine**

Mr Waggitt had also suggested that a drinks machine be

installed for patients. It was noted that in the last patient

survey that the Practice scored above average for waiting

time satisfaction, so it was hoped that a drinks machine would

not be required for patients who are waiting past their

appointment time.

The health and safety implications were also noted, and

in view of this the PPG did not feel able to support the

request.

**8.0 Organ Donation**

It was noted that the wishes of a patient to donate their

organs can be overruled by their relatives following the

patient’s death. The recording of the patient wishes were

discussed. It was unclear how the central register operates PK

and what information is shared locally. Mr Kemm offered

to try and find information on the register.

**9.0 PPG Network Meeting**

Mr Henry will shortly be sending out information about CH

the next meeting of the PPG Network.

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

13.30 on Tuesday 12 August 2014 at the Field Road Surgery