**The Field Road and Barnby Dun Surgeries**

**Patient Participation Group**

**Minutes of the meeting held on the 6th March 2018**

Present: Mrs R Holdsworth Chair

Mrs S Dunning

Mr R Holdsworth

Ms A Hutchinson

Mrs D King

Mrs R Lea

Mrs A Singleton

Dr M Wilkinson

Dr D Brown

Apologies: Mr P Kemm

Mr J Waggitt

* 1. **Welcome and Introduction**

Apologies were noted. Mr Kemm was unable to attend, Dr Brown and Dr Wilkinson were in attendance. It was agreed that Mr Kemm be asked to send a letter to Mrs

Arlene Abbott to determine if she still wished to be a member of the PPG.

**2.0 Minutes of the Last Meeting**

The minutes of the last meeting held on the 5th December 2017 were agreed as a correct record of the meeting.

* 1. **Matters Arising**

The need for higher chairs for patients at Barnby Dun Surgery was highlighted and

comments were made that both surgeries were in need of redecoration. Mrs Singleton

reported that the discussion with two patients who had been worried that cancer had

been mentioned in discussion with their GP, though neither patient had cancer, only

involved one patient from this Practice. Dr Brown explained that there was pressure to

identify cancer at the earliest opportunity, and to convey in a sympathetic way what

could possibly be a serious situation.

* 1. **Practice Update**

Dr Brown gave an update on the current staffing levels. Dr Bundy has now left the

Practice. Sadness was expressed by all members of the PPG. Dr Sykes and Dr Wilson

are due to retire shortly, and Dr Gadsby has tendered her resignation to take up a post

nearer home. In effect there is a loss of two full time and two part time doctors. This t with the loss of two registrars will have a huge impact on the Practice. Everything

possible is being actioned to recruit doctors, including salaried doctors and nurse

practitioners. Locum doctors can be used but are expensive.

NHS Doncaster has been informed of the current staffing levels. Members of the PPG

raised concern about the stress caused to remaining staff and asked how the Practice

had coped during the flu epidemic. Drs Brown and Wilkinson said there had not been a

significant rise in number of cases.

* 1. **Telephone Consultations**

Mrs Holdsworth asked when telephone consultations, to save having a doctor's

appointment were appropriate. Dr Brown said that follow ups and queries can be dealt

with over the telephone, but patients did like to see a doctor. Sometimes doctors can

detect problems by watching body language etc. Doctors are asked to resolve

messages left for them and clarify each situation to determine if an appointment is

necessary. There is a Signposting system for receptionists, where they might advise a

patient to see a pharmacist. This has proved to be not very successful.

* 1. **Non-Attendance Flagging**

Ms Hutchinson explained that after making a dental appointment she had received three

texts reminding her of her appointment and a telephone call. The third text was

received the day prior to her appointment. This could be useful in cutting the number of

missed appointments. Dr Brown said new software could be implemented to achieve

this. Dr Wilkinson to ask Paul Kemm about reminder telephone calls, although this

would impact on receptionists.

* 1. **On-Line Percentages**

6.4% of patients are now registered to book on line. Ms Hutchinson to arrange further

help sessions at the surgery to advise patients how to register. She also suggested

Facebook as a way of spreading information. This would need to be constantly

monitored and not an option at the current time.

* 1. **Community Event**

Mrs Holdsworth had obtained information regarding Marcia Watson who regularly

works at the practice as a counsellor. The PPG asked if Marcia could be freed to

attend the Anxiety and Depression Event they hoped to hold in the Spring. There were

no objections from the GPS for her to do this when available.

* 1. **Primary Care Federation**

This involves Doncaster being split into four Neighbourhoods. Our neighbourhood

would include Stainforth, Hatfield, Dunsville, Armthorpe, Thorne and Moorends. As a

Federation they are looking at extended services, with practices teaming up with each

other. However there were issues at several practices within the Neighbourhood and

the scheme is in it's very early stages.

* 1. **Alzheimer & Dementia Help**

Ms Hutchinson asked if the surgery had need of funds raised from a sponsored

Zumba session to support the needs of Dementia patients. Nothing specific at

the Practice could use the funds. It was suggested funds be donated to the

Admiral Alzheimer Nursing Fund or a National charity.

**11.0 PPG Network**

The Network is anxious to involve more reps from Practices and it meets on

Friday afternoons. Ms Hutchinson said she would try to attend. A recent

talk by a pharmacist highlighted a medical supply crisis. This involved branded

and generic medicines. Dr Brown explained that Pharmaceutical firms spent

massive amounts developing drugs. They then had the sole right to sell these

Branded drugs over a period of time. Once this time lapsed, other companies

could produce the drugs which may contain slightly different elements. These

were classed as generic medicines and often cheaper than the Branded

Goods. NHS needs doctors to prescribe efficiently, but if many doctors

prescribe the same generic drugs, this leads to a shortage and some things

may be difficult to obtain.

* 1. **A.O.B.**

None

* 1. **Time and Date of Next Meeting**

Tuesday 12th June at 1.30p.m.