**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.