**The Field Road and Barnby Dun Surgeries**

**Patient Participation Group**

**Minutes of the meeting held on 6 June 2017**

Present: Mrs R Holdsworth Chair

Mrs A Abbott

Mrs S Dunning

Mr E Holdsworth

Ms A Hutchinson

Mrs D King

Mrs R Lea

Mr J Waggitt

Dr M Wilkinson GP Partner

Mr P Kemm Practice Manager

Apologies: Mrs A Singleton

1. **Welcome and Introductions**

Apologies were noted.

**2.0 Minutes of the Last Meeting**

The minutes of the last meeting held on the 14 February 2017 were

agreed as a correct record of the meeting with the addition of apologies

sent by Mrs Abbott.

1. **Matters Arising**

**3.1 On Line Services**

The practice now has 4.0% of the practice list size registered for on line services. NHS England have advised the practice that they have failed

to meet the 10% target set for 2016/2017. The target for 2017/2018 has

been raised to 20% and increasing the numbers of patients using the

on line services has become a priority target for the practice.

Two members of the PPG mentioned the difficulties they had experienced

with registering for on line services. Ms Hutchison kindly offered to write

a patient guide for the service. Mr Kemm will ask Mrs Glaves to contact

the two members to help them register.

**3.2** **Patients Not Attending Appointments**

There has been a very slight improvement in the figures for February

to April 2017 compared to the same period in 2016 for the number of

patients not attending their appointments. However the numbers

still remain high. Mr Kemm reminded the meeting of the practice’s

DNA policy. A third and final letter is now being sent to patients to

advise them that if they continue to fail to attend appointments and they

are removed from the list that no local practices are accepting new

patients, and that patients will have to register with a practice in

central Doncaster.

An audit of the DNAs for January 2017 showed that 22 appointments

had not been attended, despite them being booked that same day.

The PPG asked if they could have a breakdown of the figures by

Healthcare professional category for the next meeting.

1. **Practice Update**

Three new GP Trainees will be joining the practice in August 2017.

Dr Abdul and Dr Ifedayo will be joining for six months, and Dr Lee-Cheong

will be with the practice for twelve months.

Lucy Denton has successfully completed her Health Care Assistant

Apprenticeship. She will be working full time from July 2017.

NHS Health Checks have started for patients aged 40 to 74 year old

with a first group of 60 invitations being sent out to patients, of whom

15 have booked an appointment.

1. **Lung Disease Event**

The meeting discussed the recent Lung Disease Event held in

Stainforth. It was felt that the meeting had been a great success with

22 people attending the event, and five apologies received. These numbers

compared very favourably with similar events organised by other

Practice PPGs. The contribution from the two healthcare professionals

Ruth McCook and Catherine Clayton was very helpful.

Future community events will be discussed at the next meeting.

1. **Proactive Primary Care Scheme**

There was a discussion about the practice’s new initiative the

Proactive Primary Care Scheme that required patients to be

visited at home by a GP to assess their holistic healthcare. It was

questioned whether this was an appropriate use of GP time as

some of these patients were mobile and attended the practice

on a regular basis

Dr Wilkinson explained that this was a national scheme that was

aimed at reducing unplanned admissions to hospital and that the

practice was obliged to comply with the requirements of the scheme.

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

Tuesday 5 September 2017 at 13.30.