**The Field Road and Barnby Dun Surgeries**

**Patient Participation Group**

**Minutes of the meeting held on 7 January 2014**

Present: Mrs R Holdsworth Chair

Mrs R Lea Vice Chair

Mr E Holdsworth

Mrs A Singleton

Mrs D King

Dr M Wilkinson GP Partner

Mr P Kemm Practice Manager

**1.0 Minutes of the Last Meeting**

The minutes of the last meeting held on the 26 November

2013 were agreed as a correct record of the meeting.

**2.0 Matters Arising**

**2.1 Gypsy and Traveller Worker**

Mr Henry had supplied details of the Gypsy and Traveller worker

employed by Doncaster CVs. Consideration will be given to

inviting her to a meeting of the group.

**3.0 Practice Response to PPG Priorities**

The Partners had considered the PPG Priorities at their meeting

held on the 27 November 2013, and were fully supportive of the

PPG Priorities.

**3.1 Confidentiality**

A quote will be sought for the provision of a screen for the

reception desk at the Barnby Dun Surgery. PK

Staff have been reminded of the need to observe patient

confidentiality whilst they are working in the medical records

office at Stainforth. Dr Wilkinson stressed the need of the GPs

to provide leadership to staff in maintaining patient confidentiality MW

at all times.

Staff will continue to receive their annual on line training in

confidentiality. The practice manager will seek additional PK

training in confidentiality for all staff.

**3.2 Customer Care**

All reception staff will receive training in customer care. PK

**3.3 Services at Barnby Dun Surgery**

The Practice looked at the number of appointments provided

at the Barnby Dun Surgery. The Practice has 20% of patients

living in the Barnby Dun area and provides 18% of the GP

appointments at the Barnby Dun surgery.

The perception of many patients who live in the Barnby Dun

area is that the provision of appointments is not adequate. The

PPG agreed that on the evidence presented appointment

numbers are adequate at Barnby Dun.

**3.4 Seating at Barnby Dun Surgery**

The Practice will replace the low seating at the BD Surgery

with higher seating as chairs are replaced. It was agreed that PK

the current number of higher seats were adequate.

**3.5 Communication**

Improvements in communication are required to make patients

aware of services. The practice will use its website and will

re introduce its patient newsletter when staff recruitment has PK

taken place to a data manager post.

The PPG thanked the practice representatives for the practice

response to the PPG priorities.

**4.0 Patient Survey**

Mrs Holdsworth raised the issue of the below average scores

for the clinical staff in the patient survey. Dr Wilkinson

acknowledged the low scores and reported that these had

been discussed at the Partners meeting on the 27 November

2013.

Individual GPs were undertaking patient surveys as part

of their accreditation and the scores had been higher in these

surveys than in the patient survey.

**5.0 Publishing Meeting Minutes**

Mr Kemm asked if all members of the group were comfortable

with having their names published on the practice website when

minutes of the PPG meeting were published. All members of the

group agreed to being identified.

Information will be made available to patients through a patient

newsletter on the patient survey, the PPG Priorities and the

Practice response to the priorities.

**6.0 Code of Conduct**

Mrs Holdsworth presented a draft code of conduct for the group. RH

The code was accepted by the PPG.

**7.0 Terms of Reference**

Draft terms of reference provided by Mr Henry were discussed

and amended by the group. The amended terms of reference PK

will be circulated to the PPG for final approval.

**8.0 Birthday Invitation Letters**

Dr Wilkinson explained the process of invitation to a practice

health check by the birthday invitation letters sent out by the

practice.

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

Tuesday 11 March 2014 at 13.30 at the Field Road Surgery.