**The Field Road and Barnby Dun Surgeries**

**Patient Participation Group**

**Minutes of the meeting held on 26 November 2013**

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

Dr R Sykes GP Partner

Mr P Kemm Practice Manager

**1.0 Minutes of the Last Meeting**

The minutes of the last meeting held on the 17th September

2013 were agreed as a correct record of the meeting.

**2.0 Matters Arising**

**2.1 Structure of the Group**

Mr Henry had supplied details of the Gypsy and Traveller worker

employed by Doncaster CVs. She is available to meet with the

group at a later date.

**2.2 Name of Group**

Mr Kemm apologised for sending out the agenda to the Patient

Reference Group. As agreed the group is to be known as the

Patient Participation Group.

**2.3 Terms of Reference**

Mrs Holdsworth thanked Mr Henry for providing the draft

Terms of Reference.

**3.0 Patient Survey**

**3.1 Practice Report**

Mr Kemm briefed the meeting on the Patient Survey. Two

hundred and seventy four forms had been completed in October

2013 by patients at both surgeries. Twenty five percent of the

forms had been completed at the Barnby Dun surgery.

The Practice had not yet had an opportunity to meet to formally

discuss the report. This meeting will take place on Wednesday

27 November 2013. However Mr Kemm indicated that he was

personally very disappointed by the report.

The Practice had an overall score of 67 which was 6 points

below the national average of 73, and below the score of 71 which

was the national score for practices with a list size of between 10

and 12 thousand patients.

The survey had last been undertaken by the Practice in 2008 the

score at that time had been 71. Therefore the Practice has dropped

4 points since that survey.

In previous years the organisational arrangements of the Practice

had been below the national average whilst the Clinicians had

scored above the national average. The scores in the 2013 survey

had all been below the national average with the one exception

of waiting times for patients.

**3.2 Patient Participation Group Response to Survey Results**

Members of the PPG indicated their surprise and disappointment

at the results of the Patient Survey. The results of the survey did

not correspond to their experience of the Practice though they

did have some areas of concern about the Practice.

In general the PPG were happy with the services provided by the

Practice and the approach of the Practice staff. The best staff would

result in the Practice receiving excellent in a survey but there was

concern about the approach of some staff.

Dr Sykes commented that reception staff at Stainforth were in a very

difficult position as they worked in a deprived area with a number of challenging patients.

The increased pressure on the NHS and the recent scandals with

patient care were thought to have undermined public confidence

in the NHS in general.

There was a wide ranging discussion around the results of the

Patient Survey and the priorities of the PPG in responding to

the survey.

**4.0 Patient Participation Group Priorities**

**4.1 Confidentiality**

There was general concern about confidentiality not only at

the Barnby Dun Surgery, but also at the Field Road Surgery.

The PPG requested that additional staff training in confidentiality

should be made available to all Practice staff.

The PPG requested that physical measures to improve

confidentiality should be introduced at the Barnby Dun surgery.

**4.2 Customer Care**

In general the PPG were happy with the customer care provided

by the reception staff, however there were examples where it had

proved to be difficult to access services. It was requested that

customer care training should be provided to all reception staff.

**4.3 Services at Barnby Dun Surgery**

The Practice was asked to look at the number of appointments

provided at the Barnby Dun surgery as a ratio of the number of

patients attending both Practices. This exercise will look at the

number of appointments in a calendar month.

**4.4 Seating at Barnby Dun Surgery**

It was requested that higher seating be provided at the Barnby

Dun Surgery and that a notice should be displayed indicating

that the higher seating is for patients with mobility problems.

**4.5 Communication**

Members of the PPG were unaware of the extended hours

surgeries and asked that these appointments should be

publicised through the patient newsletter and practice web

site. More publicity about the new on line services was also

requested.

**5.0 Practice Response**

Dr Sykes indicated that she shared the concern of the PPG over

confidentiality at both surgeries. Mr Kemm gave details of the

annual staff training that included both confidentiality and

customer care.

Mr Kemm will undertake a survey of patient numbers at both PK

surgeries.

Seating at the Barnby Dun Surgery will be replaced by higher PK

seating as the chairs require replacement.

The Practice will be meeting on Wednesday 27 November 2013

to discuss the Patient Survey. The meeting will consider the PPG PK

priorities and will provide a full response for the next PPG Meeting

in January 2014.

**6.0 Doncaster PPG Network Project**

Mr Henry informed the group that the first meeting of the PPG

Network Project will be on the 10th January 2014. An invitation

was given to the Chair and Vice Chair to attend the meeting.

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

Tuesday 7th January 2014 at 13.30 at the Field Road Surgery.