**The Field Road and Barnby Dun Surgeries**

**Patient Participation Group**

**Minutes of the meeting held on 14 February 2017**

Present: Mrs R Holdsworth Chair

Mrs S Dunning

Mr E Holdsworth

Ms A Hutchinson

Mrs R Lea

Mrs A Singleton

Mr J Waggitt

Mr P Kemm Practice Manager

Apologies: Dr M Wilkinson

Mrs D King

1. **Welcome and Introductions**

Apologies were noted.

**2.0 Minutes of the Last Meeting**

The minutes of the last meeting held on the 15 November 2016 were

agreed as a correct record of the meeting.

1. **Matters Arising**

**3.1 On Line Services**

The practice now has 385 patients, 3.6% of the practice list size signed up for on line services. Members of the PPG not already registered applied to join for on line services**.**

1. **Barnby Dun Surgery**

DMBC have refused planning permission for the new surgery on the existing site in Barnby Dun. The practice has had to inform NHS England of this decision and the funding for the scheme has now been lost.

All members of the PPG were very disappointed with the decision by DMBC and thanked the practice for pursuing a scheme to improve services for the residents of Barnby Dun.

1. **Practice Update**

Staff Training – reception and administrative staff have been undertaking training in customer care and dealing with difficult and challenging situations.

NHS Health Checks – the practice will soon be starting to offer NHS Health Checks for patients aged 40 – 74 years old who do not have a current long term health problem.

New GP Trainee – Dr A Qadir has joined the practice on a six month placement. Dr Bingham and Dr Soetan will be staying at the practice for a further six months.

1. **Patients Not Attending Appointments**

The meeting reviewed the latest figures for patients failing to attend their appointments. It was disappointing to see that despite the introduction of the text reminder service that the practice has had more Did Not Attends (DNAs) in January 2017 than in the previous January.

Ms Hutchinson and Mr Waggitt offered to spend time speaking to patients in the waiting room explaining the need for patients to either attend of cancel their appointments. Mr Kemm thanked them for this offer of assistance.

The practice is currently undertaking an audit into the reasons why patients do not attend their appointment and this will be discussed at the next PPG meeting.

1. **Complaints Review**

The meeting discussed the annual complaint review undertaken by the practice. The practice had received nine complaints in the last twelve months. The practice had sent an unconditional apology to two patients following their complaints. The remaining complaints concerned situations that had required further information being sent from the practice, to explain the clinical care of patients.

PPG members were concerned to see that a number of complaints were for reasons that they felt did not warrant a complaint.

1. **Lung Disease Event**

The lung disease event will be going ahead in late April 2017. Mrs Holdsworth had received confirmation from Ruth McCook Doncaster Respiratory Nurse that she is keen to attend the event, as is Catherine Clayton Senior Practice Nurse.

Mr Waggitt will contact the Methodist Church in Stainforth to see if they can host the event in late April.

There will be a planning meeting for the event on Tuesday 21 March 2017 at 10.30am.

1. **Significant Event**

Mrs Holdsworth raised an issue about patient care. Mr Kemm explained the process of discussing such incidents in the practice as a ‘significant event’ where the practice team discuss the incident to learn from the event and to try and avoid similar incidents occurring again.

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

Tuesday 6 June 2017 at 13.30.