**The Field Road and Barnby Dun Surgeries**

**Patient Participation Group**

**Minutes of the meeting held on 18 August 2015**

Present: Mrs R Holdsworth Chair

Mr J Waggitt Vice Chair

Mr E Holdsworth

Mrs D King

Mrs A Singleton

Mr C Henry Doncaster CCG

Mr P Kemm Practice Manager

Apologies: Mrs R Lea

Ms A Hutchinson

Dr M Wilkinson GP Partner

1. **Welcome and Introductions**

Apologies were noted.

**2.0 Minutes of the Last Meeting**

The minutes of the last meeting held on the 12 May 2015 were

agreed as a correct record of the meeting with the following

amendment:

4.0 Election of Chair and Vice Chair

This should have read ‘before the next scheduled meeting in

August 2015’ not September 2015.

**3.0 Matters Arising**

**3.1 Public Transport to Stainforth from Barnby Dun**

Representations have been made to the transport service. It was

hoped that an announcement to be made in September might

indicate that the service is to be restored.

**4.0 Practice Update**

**4.1 Care Quality Commission Visit**

All practices will be visited by the CQC before April 2016. Two

weeks notice will be given of the visit but there is no indication

when it may take place in 2015 or 2016.

**4.2 IT System Change**

The practice changed its clinical IT system on the 11 August 2015.

The new system is proving more resilient than the previous clinical

system, however staff are having to learn how to use the new

software and this is causing delays. The new system will offer

links to local community services and should enable the practice

to improve patient care.

**4.3 New GP Trainees**

Three new GP Trainees have joined the practice in August:

Dr Umar Ilyas

Dr Joanne Summerscales

Dr Amy Eapen

Dr Ilyas will be at the practice for six months, both Dr Summerscales

and Dr Eapen for twelve months.

**4.4 Practice Nurse Changes**

Pamela Parsons retired at the end of July 2015, and Zara Head will

leave to work for the CQC in September 2015. Marie Witton

has been promoted to Pamela’s post, and a new nurse will be

joining the practice to replace Zara.

**4.5 Barnby Dun Surgery**

An application has been made for planning permission for the

new surgery at Barnby Dun. There are still questions about the

funding of the project. Discussions are taking place with NHS

England.

**4.6 Inappropriate Behaviour by Patients**

One of the new practice receptionists will be leaving to join a

local practice. One factor in her decision was the level of aggression experienced from patients whilst working at Stainforth. This is the

second experienced receptionist that has left the practice as a result

of patient aggression in the last year.

There was wide ranging discussion around the issue. The

PPG members expressed concern at the inappropriate

behaviour of an increasing number of patients.

The PPG also expressed their concern for the security of

staff working alone at the Barnby Dun surgery.

**4.7 Practice Newsletter**

The autumn practice newsletter will have an article on the

work of the PPG.

**5.0 Information Sharing with Local Pharmacies**

Mr Waggitt circulated an article from the Daily Telegraph

concerning the sharing of information across the NHS with

local pharmacies. Members of the PPG were unaware of

the information sharing pilot described in the article.

Dr Oakford, as Vice Chair of Doncaster CCG will be asked PK

for his comments on the article.

**6.0 Annual Report and Evaluation**

Mrs Holdsworth presented her annual report to the group.

The report was agreed and Mrs Holdsworth was thanked

for her work in preparing the report. The report will be PK

published on the website and featured in the newsletter.

**7.0 Diabetes Event**

The PPG Diabetes event will take place on Monday 21

September 2015. Attending the meeting will be a Dietician

from DRI, and Catherine Clayton senior practice nurse.

Posters and leaflets are to be distributed by PPG members

and will be made available to patients in the practice.

**8.0 Election of Chair and Vice Chair**

Nominations were received for Mrs Holdsworth for Chair.

Mr Waggitt for Chair or Vice Chair. Mrs King for Vice Chair.

A vote was held and Mrs Holdsworth was elected to be

Chair, and Mrs King Vice Chair.

Mr Waggitt was thanked for his work as Vice Chair in the

past year.

**9.0 PPG Network Meeting**

Mr Henry briefed the meeting on new developments for the

PPG Network. Developments include a ‘community connector’

model proposed by Health Watch.

The next meeting is to be held on the 21 August 2015 and will be

attended by Mrs Holdsworth and Mr Waggitt.

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

13.30 on the 17 November 2015.