

The Tickhill & Colliery Medical Practice

www.thetickhillsurgery.co.uk

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Minutes of the Patients Participation Group Meeting

**Held on Wednesday 10th August 2016 at 6.15pm at the Tickhill
Surgery**

Present

**Mrs N Carr
Mrs K Ripley
Mrs J Hart
Mrs P Birchall
Mr I Morris
Mr L Batty
Mr J Bergin
Mr S Johnson
Mr G Moss
Mrs C Smith
Dr Pande
Dr De Silva
Mrs J Dodd**

Apologies

**Mrs J Barton
Mrs H Burke
Mrs M Barnes
Mr G Tissington
Mrs J Tissington**

Welcome by the Chair

Norma opened the meeting welcoming all attendees extending a special welcome to Graham, Dr Pande and Dr De Silva, this being their first meeting. She also received the apologies listed above.

Matters Arising

Julie confirmed that Dr Eapen had joined the practice on the 6th August and reported that she had settled in well. Jan highlighted the changes to the complaints process. Now she has all the relevant the information, The Patients Charter is now fit for purpose with a 3 day response to patients complaints. As Acting Practice Manager, Julie is responsible for dealing with this and the Partners have agreed to nominate a named deputy to act in her absence.

Julie informed the committee that a member of staff was currently working on producing the photoboard.

Ian proposed these to be a true record of the minutes, seconded by Cynthia and voted unanimously by the committee.

Feedback from the Practice

Julie informed the committee that they had received a visit from the Learning Disability Team promoting a new initiative in Doncaster aimed at protecting vulnerable people. This is presently for adults who have a learning disability. To support this initiative, the practice is displaying a sticker on the door.

Julie also informed the committee that the telephone system is to be updated.

The patients who failed to keep their booked appointment was 119 in July

At the Colliery it was 53, 15 of these were booked on the day and 38 were prebooked

At Tickhill it was 66 of which 46 were booked on the day and 20 were prebooked. A lengthy discussion followed regarding the process for dealing with patients who fail to attend their appointments.

This led into a further discussion on how information is displayed in the surgery to ensure maximum impact.

Feedback to the Practice

Jan had received an email from a Town Councillor who lives in Harworth highlighting the increase in population due to the continued house building around Harworth and the implications for the practice.

John remarked that Tickhill would face similar issues. John also reported that he was now trained in Cardiac Pulmonary Resuscitation (CPR). He also informed us that there are plans to site an easily accessible defibrillator in Tickhill.

Stan reported that he had received several favourable comments from patients. However he also fed back concerns about the occasional issue of queues forming at the reception counter as a result of pharmacy staff collecting prescriptions. Julie was already aware of this potential problem and had requested they collected at a more appropriate time.

Cynthia highlighted the numbers of patients queuing outside the surgery before 8.30. The practice are hopeful that the new telephone system will alleviate the need to physically queue. This situation will be monitored.

Graham raised the issue of patients concerns regarding the difficulty in booking appointments. On behalf of the practice, Dr De Silva said they were always receptive to suggestions as to how the system could be improved. He also said that we need to ensure safe practice for both patients and doctors.

All those at the meeting realised the importance of this subject, as a result the above discussion took up the remainder of the meeting. The two remaining agenda items will be revisited at the next meeting Norma apologised for the length of the meeting and thanked everyone present for their input

Meeting closed at 8.22pm

Next meeting will be held at the Colliery at 6.15pm on 14th September 2016