

***The Tickhill & Colliery Medical Practice***

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| **Present** |  | **Apologies** |
| Mrs N Carr Mrs J Hart Mrs J Hilling Mrs S SalthouseMrs CM BarnesMr R TottyMrs M TottyMr S Johnson Ms H BurkeMrs J Dodd – **Assistant Practice Manager**Mr R Gardner – **Practice Manager** |   | Mrs K RipleyMrs J TissingtonMr G TissingtonMr L BattyMrs P BirchallMrs J Wilkinson |

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| 1 | **Welcome and apologies received**Norma welcomed everyone to the meeting and accepted apologies from those listed above. |
| 2 | **Minutes of the June meeting**Norma explained that due to an IT issue, Julie had not received a copy of the minutes of the 11th July meeting, so had not been able to print for members without e-mail access.To rectify this for future meetings, Norma suggested that she could print the minutes and deliver them to those members without e-mail access. Stan volunteered to distribute them when Norma is unavailable.As all members had not received the minutes of the last meeting, Norma ran through the decisions and updates to actions as follows:**Messages on prescriptions –** Russell gave an update on the messages he has added to prescriptions to promote feedback. He confirmed that this had not yet prompted patients to give feedback, but that he will continue to add messages to a number of prescriptions over the coming months.**Tickhill Gala –** Norma thanked all members who attended the Tickhill Gala on 5th July and said that the idea to cover the stall on a one hour rota basis had worked well.Russell agreed to provide responses to the main themes raised at the Gala for inclusion in the ‘You said, we did’ article for the September edition of the Today publications. Members agreed that it would be helpful to provide regular updates to patients on the work of the Practice to address issues raised. **Wellbeing Event in Harworth** – Norma confirmed that she has booked the Harworth Town Hall between 9.00 and 13.00 on 26th September to allow for set-up time for the 10.00-12.00 event.Kate has suggested that the event should also incorporate a ‘Macmillan Big Coffee Morning’, where members provide cakes to be sold for charity. Members agreed to this, with many offering to bake. Kate is awaiting delivery of a Macmillan Big Coffee Morning kit of publicity materials.Members who confirmed their attendance are: Marjorie and Robert, Les, Geoff and Jen, Stan, Kate and Mary. Sarah and Pam to confirm their attendance as soon as they can.Norma suggested that she would try to arrange for one of the Dementia Friends Champions to attend the Wellbeing Event in Harworth. Members agreed that this would be a good idea. Norma also confirmed that she expects that additional topics requested at the Tickhill wellbeing event would be covered by representatives at the Harworth event.Russell suggested that he could possibly provide one nurse to carry out general health checks. Norma agreed to contact the Test Your Health Nurses. Sarah confirmed that her mum, Janet Pears will attend to provide information about support offered by the Al-Anon and Alcoholics Anonymous Groups locally.The minutes were proposed as a true record by Mary Barnes and seconded by Jane Hilling. Unanimously accepted. |
| 3 | **Review of PPG Action Plan**Norma reminded the group of the 3 priorities from the Patient Satisfaction Survey which were agreed as an action plan on 26th February:* Continuation of care and accessing the clinician of choice
* Appointment system including the possibility of a triage service and improving the ‘Did not attend’ figures
* Encouraging patients to take responsibility for their own health including publicising services, the telephone helpline and the patient’s charter, waiting times and the appointment reminder system.

The group have already started to make progress against the third of these actions, holding the wellbeing event in Tickhill and planning for the one in Harworth. Russell is progressing the first two and providing ongoing feedback at the monthly meetings. Russell agreed to send information from the National Association of Patient Participation (NAPP) to the group when he receives it.  |
| 4 | **Practice Manager’s update**Russell updated on recent progress against NHS priorities and Practice News:* **Providing over 75 year old patients with a named GP**- The Surgery has started to send letters to patients over 75 years old, confirming their named GP. *Jan has included information about this new initiative in the Today article for August.*
* **Avoiding unplanned hospital admissions –** the Care Co-ordinator to support the introduction of care plans for ‘at risk’ patients will be in post by September.
* **Electronic Prescription Service (EPS) –** The Practice and local pharmacies are introducing the option for patients to request repeat prescriptions to be sent to a pharmacy electronically, removing the need for collection at the Surgery. This will be launched in October 2014. Russell gave members promotional leaflets.
* **Staff training –** during the last week, Julie has delivered training for reception staff.
* **Improving operational effectiveness –** Russell and his team are taking actions to improve services delivered by the Practice and to make them more efficient. Russell will provide further updates as ideas are progressed.
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| 5 | **Treasurer’s Report**Jane gave an update on the spend to date as £ 222.22 spend leaving an account balance of £43.05.Jane reminded members that where they are buying goods for later reimbursement, that they should pay in cash, rather than on credit or debit cards to ensure no dispute of ownership.Loyalty cards should not be used for purchases so that members are not benefiting from PPG purchases. |
| 6 | **Any other business****Cover for the Secretary’s role**Norma has asked Sarah to take minutes of future meetings to allow Jan to fully recover. Norma, Jan and Sarah to meet to discuss what other aspects of the Secretary’s role that Sarah is able to cover until the AGM in October.Stan, Jan, Jane and Norma to meet to clarify the duties of the executive roles on the committee before the October AGM. |
| 7 | **Date of the next meeting**The next meeting will be on Wednesday 20th August at the Tickhill Surgery. |