**Minutes of the Meeting of the Patient Participation Group**

**Held on Wednesday December 10th 2014 at the Tickhill Surgery**

**The Tickhill & Colliery Medical Practice**

[**www.thetickhillsurgery.co.uk**](http://www.thetickhillsurgery.co.uk)

[**www.thecollierysurgery.co.uk**](http://www.thecollierysurgery.co.uk)

**Present:- Apologies from:-**

**Mrs CM Barnes Mrs J Hilling Mrs J Barton Mrs J Tissington**

**Mr L Batty Mrs K Ripley Mr J Bergin**

**Mrs N Carr Mrs M Totty Mrs P Birchall**

**Mrs J Dodd Mr R Totty Ms H Burke**

 **Mr R Gardner Mr S Johnson**

**Mrs J Hart Mr G Tissington**

1. **Welcome by the Chair- N**orma Carr welcomed everyone to the meeting. Apologies were accepted from those listed above. Norma mentioned that Stan Johnson was in hospital and the group sent him their good wishes.
2. **Minutes of the meeting held on 12th November 2014-** Norma explained that there was only one action point carried forward which was on the agenda for discussion later in this meeting. The minutes of the previous meeting were proposed as a true record by Jan Hart and seconded by Marjorie Totty.
3. **Feedback to the Practice –** Norma asked if it was appropriate to use the key messages from the Self Care Forum’s “be healthy this winter” advice in a future article for the Today Magazines. Russell Gardner agreed that it was. Patients concerns about the process for handling blood tests results, the length of time taken to get through to the surgery and withdrawal of the on line booking process were all fed back to Russell. As was the fact that none of the patients who had expressed these concerns wanted their names passed on the practice. In response Russell reiterated what he’d said at a previous meeting that a decision had already been taken to train receptionists to deal effectively with the issue of giving patients the results of their blood tests. He also explained that the on line booking system had not been used effectively and a new system had been put in place on 1st December to enable patients to book all pre-bookable appoints via reception. This can be done either in person or by phone. Russell said the system seems to be working well. However, concerns were raised about the possible adverse impact on patients who are working. A lengthy discussion took place the outcome of which was that Russell confirmed that the on line booking system would be reintroduced in April 2015. It was agreed that the newly introduced booking process would be included in the February article of the Today magazines. Norma suggested reviewing whether the feedback item on the agenda is something the committee want to continue.
4. **Update from the Practice Manager-** Russell confirmed that the statistics and banding initially put out by the Care Quality Commission and reported in the local press have been corrected and altered without much publicity. The result being that our surgery as well as others has been re-banded upwards. However, no inspection or visit has yet taken place. The Annual Patient Satisfaction Survey has been replaced by the Friends and Family Test. This means that every time a patient attends an appointment they can complete a questionnaire which asks “Did you get great care today?” These forms are on reception at both surgeries and can also be completed on line. This can be done anonymously. The system came into place on 1st of November but so far none have been completed. The onus is on patients to provide feedback in this way and can be linked to CQC re-banding. This year the surgeries will only be closed Christmas and New Years Day. Christmas and New Years Eve they will be open till 6pm. After this time the out of hours service will be available as usual. The number of people in November who did not attend appointments they had booked was 134 at Tickhill and 88 at the Colliery. This meant that 1546 minutes at Tickhill and 1133 minutes at the Colliery were wasted.
5. **Treasurer’s Report-** Jane Hilling confirmed that as there had been no expenditure and the current balance is 512 pounds 31 pence.
6. **Discussion of next year’s plan of events-** As nearly half the committee were unable to attend the meeting it was agreed that this item would need to be revisited at the next meeting. However, it was also agreed in principal that it was not appropriate for PPG to attend the Get Fit in February event. That the earliest we could hold any event would be April and this would probably be a scaled down version of previously held health awareness events this time in Wadworth. Also that Robert and Marjorie Totty would sound out local community groups and feedback at the next meeting as Robert expressed concerns that it may be difficult to engage with patients in Wadworth. As Judith Barton is being trained as a Dementia Friends Champion in January and our aim is to encourage people to make Tickhill a Dementia Friendly town an action plan as to how we achieve this needs to be agreed.

**The next meeting will be held on 14th January 2015 at 5:30 in Tickhill surgery**