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

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

www.thecollierysurgery.co.uk

Present Apologies from

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| Mrs N CarrMrs J HartMr S Johnson Ms H BurkeMrs J Hilling Mrs S SalthouseMrs J DoddMr R Gardner  | Mrs K RipleyMrs J TissingtonMr G TissingtonMr L BattyMrs J WilkinsonMrs CM BarnesAssistant Practice ManagerPractice Manager | Mr R TottyMrs M TottyMrs P Birchall |

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| 122a2b3455a67 | **Welcome** – The Chair Norma Carr welcomed everyone to the meeting and accepted apologies from those listed above.**Minutes of the August meeting**These were proposed as a true record by Mary Barnes and seconded by Stan Johnson. Unanimously accepted.**Actions from the last meeting**Norma explained all action points had either been completed or would be included in other agenda items.Sarah proposed including a verbal feedback session as a standing agenda item at future meetings. This would enable committee members to pass on to the Practice any questions and comments they had received from patients. It was agreed to trial the idea. However it was also agreed that this would not be a discussion session. **Practice Manager’s Update**Russell issued the responses from the practice to those questions and comments made by patients at The Tickhill Gala and was happy for them to be published as the October article and said they would be available on the website asap.A copy of these responses is included with the minutes.The practice is looking to update patient mobile numbers such that contact can readily be made.DNA figures for the preceeding month.Tickhill 124 which equals 26.75 hoursColliery 84 which is 27.5 hoursPlease note the difference in time is a result of the type of appointment made. The number over a year and the cost incurred by these would pay for another GP.The practice has no issue with a patient who has failed to get an appointment sitting and waiting for a possible cancellation or no show but there is limited seating and it puts more pressure on receptionists and staff in general rather than on the patients who are failing to attend.The practice is moving towards a situation where patients with three failures to attend an appointment will be asked to leave.Dr Collins will join the practice as a partner from October 1st 2014.There will then be 5 GP partners and 2 registrars.**Treasurer’s Report**Jane distributed an up to date statement of accounts and added that there was nothing new to report.**Review of Roles and Responsibilities**Norma handed out copies of job descriptions for the executive roles which she had produced in consultation with Jan, Stan, and Jane. This was to give anyone thinking of applying for the roles a fuller understanding of what was involved in the job. Norma confirmed the only post up for re-election this year was that of Secretary. At a previous meeting Jan had said as she had done the job for three years she would not be seeking re-election. Stan said that although he was prepared to continue as Vice Chair for another year he would stand down if one of the new members wanted to put their name forward for the post. He explained his rationale behind this being that this would allow for renewal and regeneration of the executive and as Norma had another twelve months to serve as Chair she would be able to provide the continuity. Norma asked Jane if she wanted continue in the role of Treasurer for another year. Jane said that there was a possibility that her workload may increase due to changes at school and she was not able to say until September if she would be in a position to continue with PPG. The committee accepted the resignation of Joyce Wilkinson who had been a member since the PPG was established in November 2011, and as this was the last meeting she would be attending, presented her with a potted Orchid and a card as a gesture of appreciation. As this resignation left the committee with a vacancy it was agreed that Mrs Judith Barton take up the place as she was at the top of the waiting list. **Update on AGM**Jan reminded members of the date and location of the AGM and informed those present that advertising was in place, via publications and on the practice website. She made clear that Nomination Forms for the two remaining committee places were available in both reception areas as well as from the secretary. The agenda will be as in previous years but any member wishing to raise an issue for discussion at the AGM should have the item to the Chair or Secretary by Sept 24th 2014.The executive posts up for election will be voted on at the first meeting after the AGM and nomination forms would be available at the September meeting or from the chair or secretary.Jane formally agreed to book the Parish Room from 6pm.**Health and Wellbeing Event in Harworth**Members were reminded that this would be held between 10.00 and 12.00 at Harworth Town Hall. The committee will have access from 9am til 1pm to allow for setting up and clearing away.Russell has agreed for the Practice to pay for the room hire, which will be £16 per hour.Kate has 12 exhibitors attending and The MacMIllan Coffee Morning Kit has arrived.It was confirmed that Les would take responsibility for printing and distributing posters and fliers in Harworth with an emphasis on some going out in advance to patients.Others will be given out on the day by Les Jen and Geoff as Harworth residents.Kate asked for volunteers to provide cakes and received responses from Stan, Helen, Jen and Geoff and it was remembered that Marj and Rob had previously offered.Sarah offered to help Kate with the poster.Jan will endeavour to sign up members for the wider group and gain feedback on the event. As a result of the amount of time spent on discussion at item 5 Norma asked for items 7 and 8 to be carried forward to the next meeting. **Date of next meeting**The next meeting will be on Wednesday 17th Sept 2014 at Tickhill Surgery. |

Feedback from Russell Gardner

*“The Practice Manager has responded and is only too willing to respond to any further queries you may have regarding improvements.*

***Q. Working Patients***

* *We do have extended hours surgeries on a Saturday alternating between Tickhill & Colliery Surgeries. We also have a late night surgery at the Colliery Practice on alternative weeks, Monday, Tuesday or Thursday.*
* *We have and will continue to maximise patient reviews for patients to minimise time off from work.*
* *Where possible telephone consultations will take place for medication reviews for those working, if there is no need to attend surgery.*

***Q Teenage Patients***

* *School Nurse is sometimes the best point of contact as are drop in centres at some schools. We also recognise that not all teenagers are in Education or Training.*
* *Sit and wait surgeries are available to be seen on a first come first served basis though in exceptional circumstances an appointment may be made.*

***Q Very Ill and Infirm***

* *We have recently been commissioned to do work with our most vulnerable patients, working with them and their carer network to ensure that these patients can access clinical support needed on the same day.*
* ***Q Receptionists****Our receptionists are very hard working, understanding and empathetic. They are trained to ensure that each call is signposted to the appropriate clinician and will make decisions based on the information given to them by patients.*
* *What a patient thinks is an emergency very rarely is, our receptionists try to accommodate all patient requests for a same day consultation.*
* *Patients who make an appointment on the same day and fail to turn up are wasting not only surgery time but impact on the number of patients who can be seen in a day.*
* *If asked by the GP to make an appointment with a nurse, within a week, it would make better sense to make the appointment whilst still in the surgery building explaining reasons for so doing.*
* *Receptionists may not make eye contact with patients as they are multi-tasking, ensuring patients are booked in. If you are hearing or vision impaired please make the receptionist aware and you will then gain their full attention.*

***Q Blood Tests***

* *We have employed an additional Phlebotomist to support the taking of bloods****.***
* *Blood tests for analysis are not carried out on site and sometimes we do not get the results before 11am.*
* *As a practice we may look at utilising mobile technology to inform patients of blood results.*

***Q Extra sessions***

* *The Surgery is governed by British Medical Council guidelines with the number of Doctors employed dictated by the number of patients on their register. The idea of extra sessions would have to be funded not out of the public purse but privately. As a practice if we were allowed to fine patients who did not attend their appointments this would pay for an additional 6 sessions per week or in other words another GP.*
* ***Q Telephone Message****Our telephone system is set up, like any other organisation of our size to ensure you get through to the correct department. We cannot make this message any shorter than it already is.*
* *The Practice will look at redirecting calls to the other surgery when one is closed for half day. Our Practice Leaflet has all our business hours on it as has our website, a quick check would ensure that you did not waste time in calling the surgery when it is closed.”*