

**The Tickhill & Colliery Medical Practice**

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

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**Minutes of the Patient Participation Group Meeting  
Held on Wednesday 6<sup>th</sup> July 2016 at the Tickhill Surgery**

**Present**

**Mrs N Carr  
Mrs J Hart  
Mrs P Birchall  
Mr I Morris  
Mr L Batty  
Mr J Bergin  
Mrs M Barnes  
Mr S Johnson  
Mrs C Smith  
Mrs J Dodd**

**Apologies**

**Mrs K Ripley  
Mrs JM Barton  
Mrs H Burke  
Mr G Moss  
Mr G Tissington  
Mrs J Tissington**

**Welcome by the Chair**

**Norma opened the meeting, welcoming new members Ian and Cynthia and thanking Ian for taking on the duties of Treasurer. The minutes of the 25<sup>th</sup> May 2016 were proposed as a true record by Mary and seconded by Jan.**

**Feedback from the practice**

**Apologies received from the partners, they were all attending a meeting.**

**CQC have revisited the practice and now rate the practice as good. Norma expressed thanks on behalf of the committee to Julie and the partners for all their hard work.**

**Julie reported that Dr Eapen will be joining the practice on 6<sup>th</sup> August as a salaried GP**

**Julie reported that the appointment system had been tweaked resulting in more appointments being made available mid afternoon giving patients more flexibility. The GPs are now able to book their own appointments which will not come out of the stock of prebookable appointments. The total number of appointments not attended for June was 116 of which 75 were prebookable.**

**Julie reported that she and Dr Pande attended a meeting at the Keepmoat regarding the “5year moving forward” plan for Doncaster.**

### **Feedback to the Practice**

**A patient had asked for her thanks to be given to the practice following the excellent attention and treatment she had received. Jan collated the feedback from the Gala and provided a written report back to the surgery. Mainly positive.**

**Positive feedback was received from a patient regarding Dr Majeed who treated her with the utmost courtesy prior to the consultation. Jan highlighted the suggestion which was made regarding the complaints process, possibly changing the number of working days in which a complaint would be acknowledged. After discussion it was agreed with Julie that the timeframe would be 3 working days. Jan agreed to alter the Patients Charter accordingly.**

**Cynthia raised the issue of the surgery closing for training sessions. Julie explained that these were compulsory. Jan agreed to include information regarding these sessions in the Today magazine.**

**Mary asked for an update on what was happening about Mrs Cook’s generous donation in memory of her husband Dr Cook. Julie had spoken to Mrs Cook informing her of the decision to purchase an audiogram.**

**Cynthia raised the issue of the photoboard. Julie explained that the process is ongoing and will update the group at the next meeting.**

### **Treasurers Report**

**Ian distributed copies of the bank statement showing a balance of £177.82**

**Stan queried the prospective budget from the practice. It was agreed to carry this item forward to the next meeting.**

### **Proposed meeting dates are as follows:-**

**August 10<sup>th</sup> at Tickhill**

**September 14<sup>th</sup> at Colliery**

**October 19<sup>th</sup> at Tickhill**

**November 23<sup>rd</sup> at Tickhill**

**No meeting in December**

**January 11<sup>th</sup> at the Colliery**

**February 15<sup>th</sup> at Tickhill**

**March 22<sup>nd</sup> at Tickhill**

**April 26<sup>th</sup> at the Colliery**

**May 24<sup>th</sup> (AGM) at Tickhill**

### **Action Planning**

**Norma reported that she had discussed the public liability insurance for use of the Parish Room with Janice Birkinshaw, Norma informed the committee that Janice had rechecked the insurance and found the PPG is covered to continue to hold events at the venue. However, it was pointed out that this only covers fixtures/fittings/equipment owned by the Parish Room. In future a risk assessment will need to be carried out prior to any events.**

**Jan informed the committee about the Care Quality Commission Strategy from 2016, discussion ensued concerning the PPG role within this strategy. As a result it was agreed that PPG would not provide patient feedback directly to CQC but would continue to provide feedback to the Practice. This is in line with the role identified by the National Association of Patient Participation of Critical Friend. Judith has already compiled a list of names of patients wishing to attend Dementia Friends Awareness sessions. She will be running one of these sessions in the near future  
Due to time constraints Norma asked that members bring their ideas for next years priorities and proposals for events to the next meeting.**

**Meeting closed at 7.45**

**Next meeting will be held at Tickhill on August 10<sup>th</sup> at 6.15**