

The Tickhill & Colliery Medical Practice PPG

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Minutes of the Meeting of the Patient Participation Group

Held on Wednesday 22nd March, 2018 at the Harworth Surgery

Present:-

Mrs N Carr Mrs K Ripley Mr L Batty Mrs J Hart Mr J Bergin Mr A Bird Mr S Johnson Mrs J Dodd Mrs C Smith Mrs H Burke
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Apologies:-

Mrs J Barton Mrs CM Barnes Mrs P Hawthorn Mrs M Peacock
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Welcome and Apologies Received

Norma welcomed everyone to the meeting and accepted apologies from those listed above.

Meeting opened at 18.15pm.

Minutes of meeting 21st February 2018

The minutes were accepted as a true and accurate record, proposed by Alan Bird, seconded by John Bergin and unanimously accepted.

Matters arising

Alan was asked if he had received any information on Dr Eapen's clinics which Julie was going to send. Julie confirmed that Dr Eapen will hold her last session in 4 weeks time, the next one after this being in 6 months time. In view of this it was agreed to wait for 6 months. It was confirmed by Julie that there had been good patient engagement with this initiative.

Ian confirmed that the room bookings had been made for the NHS 70th birthday celebration events, the 8th in Harworth and the 22nd in Tickhill and that the room for the AGM had also been booked.

Feedback to the practice was discussed. Norma stated that initial thoughts on this were that this would be given anonymously. It was agreed that in future any feedback would be provided using the terms 'the committee passed forward' and 'a patient

said'. Committee members were in agreement. John added that this fits with the recent data protection changes.

Norma stated that there is a need for a policy with regards to reporting on events/developments from the PPG network meetings.

John suggested to continue to feedback from the network meetings to the committee and that the committee would then agree whether to share information wider.

Jan agreed to contact all those not currently on the committee but who had expressed interest in standing for election, inviting them to attend the AGM and provide a 2 minute summary as to why they wished to stand.

Norma asked whether Alan had completed the DNA information previously discussed which he had not.

Treasurers Report

Ian advised that there was a current balance of £185.95 and that the three forthcoming event room bookings will also be deducted from this balance.

Feedback to Practice

Cynthia fed back that an elderly patient had received two home visits whilst unwell and had praised the service she had received. She had also received a couple of negative comments regarding patients being unable to obtain an appointment. One stating that they couldn't get an appointment which was urgently required on the day and had consequently queued outside the surgery the following morning. Discussion took place as to what constituted an urgent appointment.

Feedback from Practice

Julie advised that she had discussed issues raised at the previous meeting with regards to the telephone system and the number of lines available to patients phoning in for appointments. She had spoken to ETS the company and according to them the system was working well with no issues identified and that the difficulty being unable to get through to a receptionist was probably due to the exceptionally high volume of calls on the day/s in question.

There have been a couple of un-pleasant comments on NHS Choices regarding appointments one saying that a 90 year old patient was unable to get an appointment and also criticising the doctor's for having a half day on Thursday in addition to Target training. Julie has replied on NHS Choices and offered to speak with the complainants directly.

With regards to pre-bookable appointments until last Tuesday these were available but on this day a GP was ill and therefore these had to be cancelled. For these reasons Julie is reluctant to offer more pre-bookable appointments

Julie further stated that she had received an e-mail from NHS England saying that there is an online pharmacy company wanting to deliver prescriptions. This is a scam.

NHS 70th birthday celebrations

Kate fed back on a meeting held with Judith and Alan. Kate had researched on the internet to gain an understanding of the main messages that the NHS wanted to

portray. In summary these were to thank NHS staff for their hard work, celebrating commitment, skills and successes, clinical technologies and medical and workforce developments and to build public confidence in the NHS, promote giving blood, organ donation, self care and careers in the NHS.

Nationally there is to be a focus on timelines and achievements over the years. The meeting had discussed doing a local timeline with key dates, including workforce developments, uniform changes, improvements in medical equipment. Kate agreed to break the event/s down into tasks ready to allocate to volunteers at the next committee meeting.

Cynthia discussed organising a raffle for the events and Ian agreed to look into the possibility of obtaining a licence for this.

AOB

Nothing put forward.

Meeting closed at 19.25pm.

The next meeting will be 18.15pm, 25th April 2018, at Tickhill Surgery