**The Field Road and Barnby Dun Surgeries**

**Patient Participation Group**

**Minutes of the meeting held on 12 May 2015**

Present: Mrs R Holdsworth Chair

Mr J Waggitt Vice Chair

Mrs R Lea

Mr E Holdsworth

Mrs D King

Mrs A Singleton

Ms A Hutchinson

Dr M Wilkinson GP Partner

Mr P Kemm Practice Manager

Apologies: Ms L Barrett

Mr C Henry

1. **Welcome and Introductions**

Apologies were noted.

**2.0 Minutes of the Last Meeting**

The minutes of the last meeting held on the 24 February 2015 were

agreed as a correct record of the meeting.

**3.0 Matters Arising**

**3.1 Friends and Family Test**

Mr Kemm reported that there had been a disappointingly low

response to the Friends and Family Test in the last two months.

The responses received to date had all been positive but the

number of patients completing a form or registering online had

been low.

**3.2 Primary Care Infrastructure Funding**

NHS England have approved ‘in principle’ the practice’s

bid to replace the current building at Barnby Dun with a

new surgery. The work is required to be completed in

2015/2016 and operational difficulties may make this a

challenging timescale.

**3.3 Practice Redecoration**

Work is underway to replace the carpets at the Stainforth

Surgery**.**

**3.4 Care Quality Commission**

The CQC inspection visit is expected in June 2015. Members

of the PPG kindly offered to assist the practice on the

inspection day.

**3.5 Practice Opening Hours**

The practice is committed to opening at 08.00 instead of 08.30.

These arrangements will be put in place in 2015.

**3.6 Public Transport to Stainforth**

A letter had been received from First South Yorkshire in

response to a letter from Mr Kemm on behalf of the PPG.

The frequency of the bus service remains unchanged.

It was agreed that representations should continue to be

made to First South Yorkshire at any public meetings.

**3.7 Dementia Event Planning**

Unfortunately no firm offers of support had been received

to enable the Dementia event to go ahead in Stainforth. Mr

Waggitt, who has undertaken training as a Dementia Friend,

offered to take the lead on this event in Stainforth JW

and to contact members of the local council.

**3.8 Diabetic Event**

Mrs Holdsworth will contact the local community dietician

to see if they can attend a local event to be held in RH

September. Mr Kemm will discuss with the practice nurses

to enable their attendance at the event.

A meeting will be held at the practice to discuss the event PK

on the 14 July 2015. It is hoped a Practice Nurse will be able

to attend.

**4.0** **Election of Chair and Vice Chair**

It was agreed that a confidential vote would be appropriate

for the election of Chair and Vice Chair. Interested parties

should make their availability known to Mr Kemm before the

next scheduled meeting in September 2015.

It was unanimously agreed by the patient representatives that

the two practice representatives should be allowed a vote in the

election.

The PPG terms of reference will be amended accordingly.

**5.0 Delays in responding to telephone calls at the practice**

Mrs King raised the issue of delays being encountered when

patients telephoned the practice. Mr Kemm apologised on

behalf of the practice for any delays. There had been some

technical problems with calls being lost in the queue, and there

have also been delays due to recent staff shortages.

The practice will be looking at making changes to its telephone PK

system in 2015.

**6.0 Request for attendance at the PPG**

A local practice PPG had written to Mr Henry at the DCCG to ask

if they could attend another PPG meeting for advice and information.

As the request was from a local practice PPG it was felt to be more

appropriate if they attended another PPG. The Tickhill practice

has a long established PPG and it was hoped that they might be

able to help with the request.

Mr Kemm will contact Mr Henry. PK

**7.0 Practice Report**

**7.1 Recruitment of practice staff**

The practice has now filled all reception vacancies and has also

recruited an additional receptionist to cope with the increased

workload.

**7.2 Change of clinical IT system**

A new clinical computer system will be installed in July 2015

This should hopefully provide greater resilience and ensure

less IT downtime. Patients should not experience any changes

apart from changes to online access to appointments and

repeat prescriptions. Information about these changes will be PK

made available to all patients registered for this service.

**8.0 PPG Requirements in 2015/2016**

Mr Kemm outlined the changes to the practice’s contractual

requirements for a PPG from 2015/2016 onwards. It was agreed

to continue with the same pattern of meetings and engagement PK

and to produce an annual report.

**9.0 Date and Time of the Next Meeting**

13.30 on 18 August 2015 at the Stainforth surgery.