**The Field Road and Barnby Dun Surgeries**

**Patient Participation Group**

**Minutes of the meeting held on the 5 September 2017**

Present: Mrs R Holdsworth Chair

Mr E Holdsworth

Ms A Hutchinson

Mrs D King

Mrs R Lea

Mrs A Singleton

Mr J Waggitt

Dr M Wilkinson GP Partner

Mr P Kemm Practice Manager

Apologies: Mrs A Abbott

Mrs S Dunning

1. **Welcome and Introductions**

Apologies were noted.

**2.0 Minutes of the Last Meeting**

The minutes of the last meeting held on the 6 June 2017 were

agreed as a correct record of the meeting.

**3.0 Matters Arising**

**3.1 On Line Services**

The number of patients who now have access to on line services

has increased to 543, 5.1% of the practice list size. However

only 34 patients aged under 30 have applied for access to on

line services.

* 1. **Patients Not Attending Appointments**

During the three month period May to July 2017 there were 796

appointments that were not attended by patients. This was broken

down by healthcare professional:

GP 316 appointments

Nurse 230 appointments

HCA 171 appointments

FCP 56 appointments

Counsellor 23 appointments

Members of the PPG expressed their disappointment at the high

numbers and the difficulty experienced by the practice in

addressing the issue.

**4.0 Practice Update**

NHS Health Checks are continuing for both the 18-40 year olds

and the 40-74 year old patients. Attendance has been low for

both groups. Approximately 30 patients in the higher age group

have been seen, with none from the lower age group responding

to the invitation.

The three new GP Trainees are now settling in at the practice.

Dr Ifedayo and Dr Abdul who are in the first year of their training

are seeing patients in 30 minute appointments. Dr Lee-Cheong who

is in the third and final year of his training is seeing patients in 15

minute appointments.

5.0 **Community Events**

The PPG had identified the following areas as being appropriate for

future community events:

Obesity

Cancer

Parkinson’s Disease

Anxiety and Depression

It was proposed to add Prostate Cancer to the list of possible future

events.

It was agreed that it would be most appropriate to consider a

community event for Spring 2018 and to provide an event in the

practice on promoting the PPG and addressing the need for a

greater uptake of online services, and a reduction in the number of

DNAs. This event will take place in October 2017.

It was agreed to explore the possibility of an event in Spring 2018

on Anxiety and Depression. Mr Kemm will talk to the practice

Counsellor about support for the event, and Ms Hutchinson will

visit the Talking Shop in Doncaster to discuss the event.

**6.0 Annual Report**

Mrs Holdsworth presented the annual report for the period August

2016 to September 2017.

There is a full and committed membership of the PPG with just

one vacancy for a patient representative. The PPG has had a

good relationship with the practice over the last 12 months with

suggestions for change being implemented by the practice.

A community Lung Event was organised by the PPG in April

2017. It proved to be a very successful and well attended event

with speakers from both the Community Respiratory Team and

the Practice.

A major focus for the PPG has been on the number of patients

failing to attend for their appointments. This and the low number

of patients currently engaged with on line services will continue

to be a priority for the PPG in the forthcoming year.

The PPG requested that it reviewed the minutes of the practice’s

annual review of complaints meeting. The action taken and

apologies made were noted by the group.

The PPG has been active in supporting the practice’s bid for a

new surgery in Barnby Dun. Meetings were arranged with local

Councillors and letters of support provided to the planning

department. Unfortunately the application was turned down by

the DMBC and the funding has now been lost.

**7.0 Appointment of Chair and Vice Chair**

Mrs Holdsworth offered to continue as Chair for a further year.

This was supported by all members of the group. Ms Hutchinson

agreed to take on the role of Vice Chair. Mrs Dunning was thanked

for her work as Vice Chair in the last year.

**8.0 Follow Up Appointments**

Mr Holdsworth queried the accessibility of follow up appointments

when a GP required a patient to be seen in three or four weeks

time when booking is only allowed for two weeks in advance.

Mr Kemm explained that the GP should instruct the receptionist

to make the booking before the patient left the surgery to avoid

any doubt that it was the GP who required a follow up appointment

to be made for the patient.

Bookings are only made two weeks in advance to try and reduce

the number of patients who do not attend for their appointments.

However online bookings do allow them to be made up to four

weeks in advance.

**9.0** **New Housing Development in Stainforth**

Mr Waggitt mentioned the new housing developments taking

Place in Stainforth. Mr Kemm stated that the practice had a

Responsibility to register any new patients who lived in the

Practice area.

**10.0** **Date and Time of the Next meeting**

Tuesday 5th December 2017 at 13.30