**The Field Road and Barnby Dun Surgeries**

**Patient Participation Group**

**Minutes of the meeting held on 11 March 2014**

Present: Mrs R Holdsworth Chair

Mrs R Lea Vice Chair

Mr E Holdsworth

Mrs A Singleton

Mrs D King

Mr J Waggitt

Mr C Henry Equalities & Patient Experience Manager

Dr M Wilkinson GP Partner

Mr P Kemm Practice Manager

**1.0 Minutes of the Last Meeting**

The minutes of the last meeting held on the 7th January 2014 were

agreed as a correct record of the meeting.

**2.0 Matters Arising**

**2.1 Gypsy and Traveller Worker**

Mr Henry will contact the Doncaster CVS Gypsy and Traveller

Worker and invite her to the next meeting of the PPG. CH

**3.0 Practice Response to PPG Priorities**

The Partners had considered the PPG Priorities at their meeting

held on the 27 November 2013, and were fully supportive of the

PPG Priorities. The PPG priorities were discussed at the last

meeting of the PPG on the 7 January 2014. Mr Kemm gave an

update on progress with action to meet the PPG Priorities.

**3.1 Confidentiality**

The practice has a quote for installing a sliding screen on the

reception desk at the Barnby Dun surgery. The Practice was

happy to have the screen installed if the PPG wished to proceed

with the work.

There was a discussion on the merits of installing the screen. It

was agreed that a screen would not assist with the issue of

confidentiality when patients were talking to the receptionist

and may only help with confidentiality when the receptionist

was taking a telephone call. It would be a barrier to communication

with patients in the surgery and it was agreed not to proceed

with the installation of the screen.

A notice will be displayed advising patients about confidentiality

and the availability of a side room for discussions with the PK

receptionist.

**3.2 Customer Care**

All practice staff will receive training in customer care on the

9th April 2014.

**3.3 Services at Barnby Dun Surgery**

It was agreed that following the discussions at the last PPG

meeting on the 14th January 2014 that the level of service

provision at the Barnby Dun Surgery was appropriate.

**3.4 Seating at Barnby Dun Surgery**

The current seating and replacement plan was agreed as

being appropriate.

**3.5 Communication**

The Practice hopes to recruit to a new post of Data Manager.

They will be responsible for preparing the patient newsletters

and these should become available in the near future.

The PPG thanked the Practice for responding to all the PPG

Priorities that had been identified following the patient survey.

**4.0 Code of Conduct**

The code of conduct prepared by Mrs Holdsworth was agreed

by the PPG.

**5.0 Terms of Reference**

The draft Terms of Reference prepared by Mrs Holdsworth

were discussed and amendments agreed. The amended Terms

of Reference will be circulated with the papers for the next

meeting.

There was a discussion as to the role of individual members in

responding to complaints from other patients. It was agreed that

if a concern or complaint was raised with a Patient member of the

PPG that is should be passed to the Practice Manager for action.

Mr Kemm will prepare a form for recording patient concerns that PK

can be used if a member of the PPG is contacted by another

patient.

The role of the PPG in responding to issues and concerns will

be described in the next patient newsletter. PK

**6.0 PPG Network Meeting**

Mrs Lea briefed the meeting on the report that had been circulated

of the first PPG Network Meeting organised by Mr Henry. Lessons

can be learnt from the experience of the two PPGs at the Tickhill

and Francis Street Practices.

A ‘What’s New Report’ from the Practice should be a regular PK

item on the agenda for the PPG meetings.

There will be four network meetings in 2014/2015 and reports

from the network meetings will also be a regular item on the PK

agenda for the Practice PPG.

PPG involvement in local events was discussed following the

example of work undertaken by the Tickhill PPG. It was agreed PK

to discuss this at the next meeting.

The PPG asked if funding could be made available by the

Practice for local events for room rental and speaker costs,

if any charges had to be incurred. MW

The role of the PPG in respect of a visit from the Care Quality

Commission (CQC) was discussed. Mr Waggitt and Mrs King

agreed to be reserves for the discussions with the CQC if Mrs

Holdsworth or Mrs Lea were unavailable.

**7.0 Summary Care Records**

Mr Kemm briefed the meeting on the Summary Care Records

and care.data initiatives. Concerns were expressed by the group

as to the security of personal identifiable information under the

care.data scheme. This scheme has now been put on hold by the

Department of Health for six months.

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

Tuesday 10 June 2014 at 13.30 at the Field Road Surgery.