**Parkgate Medical Centre**

Minutes of Patient Participation Group (PPG) Meeting held at Parkgate Medical Centre on:

Wednesday 16th December 2015

Attendees:

Brian Millns, Jackie Wright, Janet Swift, Graham Hague, Jamie Hague, Trevor Ledger

Apologies: Jackie Frost

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| Welcome | Trevor welcomed Graham and Jamie Hague to their first PPG meeting. | | ACTION | |
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| Minutes of Previous Meeting | | Minutes of the last meeting, held on 14th October 2015, were read and accepted as a true record. |  | |
| Matters Arising | | Brian advised the meeting that the PPG had yet again received no response from Garry Charlesworth at NHS England to their follow up letter regarding the withheld payment for component 3 of the 2014/15 DES. It was decided not to pursue the matter any further. |  | |
| News from the Practice | | Since the last meeting, our F2 Doctor Victoria Franklin has left on 01.12.2015. Our New F2, Dr Alex Bradwell joined us on 04.12.2015  Our last batch of 3A & 3B Medical Students, Ellie Radley and Katie Jones left us at the end of November. New students James Whitehead (3A) & Rosanna Littleproud (3B) will be joining us in the New Year.  Angela Harper has had a change of heart and has requested to remain working as she is at present, i.e. dividing her time between secretarial and reception.  Our new Practice Nurse, Caroline Chadburn joined us on 19th October.  We are currently advertising for TWO receptionist posts. Closing date is Friday 18th December.  Dr Iqbal was away from the Practice for a month due to a spell in hospital. With other GPs trying to take remaining holiday leave before the year end and the scarcity of available locums, this put great pressure upon our service due to the shortage of available pre-bookable GP appointments. This led to a degree of dissatisfaction among some patients. |  | |
| Patient Participation Group Action Plan for 2016/17 | | Due to time constraints, it was agreed to defer discussion on this matter until a meeting specifically arranged for this purpose which is to be held on Wednesday 20th January 2016. | ALL | |
| Friends and Family Test | | Trevor thanked Brian for giving his time to distribute more of these at both surgeries. His efforts are much appreciated and produced a good response.  Trevor also thanked Janet for formatting the FFT ‘cards’ onto a single sheet for future use.  A summary of comments taken from FFT cards received during October and November inclusive was circulated at the meeting. Once again, feedback received has been very positive on the whole. |  | |
| DNAs | | There had been 92 GP appointments (equivalent to 22 hours) and 77 nurse / HCA appointments (18.6 hours) ‘missed’ by patients in October. In November it was: 98 GP appointments (22.5 hours) and 93 nurse / HCA appointments (26.6 hours) missed. These figures represent an increase over the previous two months.  The PPG discussed the endless problem that almost all Practices have with this issue. Janet suggested that the Practice could contact offenders to try to find out why they DNA. The practice has tried this approach in the past and is usually told that the patient ‘forgot’. We do not have the staff resources to do this at the moment and pursuing the matter is not regarded as cost effective, due to the high postal and / or increased telephone costs that would be involved. |  | |
| Growing the Patient Participation Group | | Trevor and Brian had met with Helen Wyatt from NHS Rotherham CCG and Nathan Batchelor from Healthwatch Rotherham on 25th November to investigate how the Practice could re-energise & attract more patients to become involved with the PPG.  Consequently, Healthwatch Rotherham provided two 3rd year medical students who, under supervision, attended Parkgate surgery on 8th and 9th December and spoke to patients in the waiting room.  Graham informed the meeting that the students had not actually been trying to recruit patients to the PPG and had been more concerned in completing their own questionnaires. This was somewhat disappointing to hear. |  | |
| Date of next meeting | | **Wednesday 20th January 2016 at 5.30pm. Venue: Parkgate Medical Centre.** |  |

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