**Parkgate Medical Centre**

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

Wednesday 10th June 2015

Attendees:

Trevor Ledger, Jackie Frost, Jackie Wright, Janet Swift, Brian Millns.

Not present:

Annetta Harvey.

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| Minutes of Previous Meeting and matters arising | Minutes of the last meeting held on 15th April 2015 were read and accepted as a true record. Trevor advised that the NHS England had notified the Practice that they were not going to pay us for Component 3 of the PPG DES, as the submitted annual report / action plan for 2014/15 had not been signed off by the PPG. Trevor has lodged a letter of appeal against the decision and the outcome will be fed back to this group once known. | ACTION  Trevor | |
| CQC Inspection visit to the Practice 9th June 2015 | Trevor thanked Brian for representing the PPG at yesterday’s inspection visit. The inspectors are going to recommend that the Practice be awarded ‘Good’ status, which is a pleasing result for us all. The draft report is due in 30 – 50 days. Brian had been asked during his interview if GPs attend our PPG meetings. All agreed that they would be invited to do see if specifically needed. |  | |
| DNAs | A survey had been undertaken between 1st April – 30th April and 1st May – 31st May 2015. There have been 79 GP appointments not kept during **April** (i.e. equivalent to 17.25 hours wasted) and 75 nurse / HCA appointments (i.e. = 20 hours). In **May**, 77 GP appointments (19 hours) and 42 nurse / HCA appointments were wasted (15.25 hours).  In discussion, Brian stated that this has been a problem for years and that the trend has got worse over time. It was stated that it has been highlighted at the Rotherham – wide PPG meetings that all practices are having similar experiences where DNAs are concerned. |  | |
| Practice News | The Practice has recently interviewed four candidates for the post of Receptionist. The preferred candidate (Carole Oxspring) has accepted our offer and will start on 3rd August. One of our nurses, Maria Joshy, left the Practice on 9th June. Interviews for a new nurse are scheduled for 24th June.  It was agreed that PPG members would be invited to join our teambuilding ‘walk’ around Wentworth when it is re-arranged. |  | |
| Friends and Family Test | It was agreed that Brian would distribute more FFT cards among patients at both surgeries.  The cards have now all been used, so a further supply will be printed on paper  A summary of comments taken from FFT cards received during Jan and Feb was circulated at the meeting. Trevor will update the analysis for next meeting.  Janet spoke about comments on FFT cards from patients who claim to be unable to get timely appointments with their preferred doctor. Janet suggested that Receptionists could explain to patients that all GPs except Dr Barmade work part-time and this can be a contributing factor as to why it can be a while before patients can be seen by their doctor of choice. Janet also made a suggestion that a poster could be displayed near the counter showing what the normal working days are for each doctor. | Trevor  Trevor | |
| Patient Newsletter | Trevor showed members the new newsletters (introduced in May) for May and June 2015. The idea was received favourably by members present and comments made were very positive and complimentary. |  | |
| Our Patient group | Discussion took place about how we might attract other patients to join our PPG. Jackie F suggested advertising on prescription counterfoils. Brian suggested having a table at a flu vaccination clinic for example.  No concrete ideas received. Members agreed to consider this issue further and we will discuss again at a future meeting.  We all hope that Annetta Harvey will recover sufficiently to be able to join us again in the future. We send our best wishes to her. | PPG | |
| AOB | As there was no other business to discuss, members were thanked for their attendance and contributions. The meeting was closed at 6.35pm. |  | |
| Date of next meeting | Wednesday 5th August 2015 at 5.30pm |  |

If you have any suggestions for the agenda at the next meeting, please submit them to Trevor prior to the meeting.

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