

## PATIENT PARTICIPATION GROUP

MEETING – 23 MARCH 2017 @ 1.00 p.m.

**In Attendance:** Geoffrey Johnson (Chairman), Carole Meahan, Michael May, Maria Ditch, David Green, Gillian Dart, Chris Jones (Practice Manager) Taking notes

**Apologies:** Malcolm Needham

1. **Welcome & Apologies** - The meeting was opened by the chairman and apologies given.
2. **Previous Minutes** - Gillian Dart read and approved the minutes from the previous meeting on 21 December 2016.
3. **CQC** – As we had had the CQC meeting on Tuesday 21<sup>st</sup> March 2017 Chris reported that all had gone really well and they were impressed with the work that had been carried out in the last 4 months. The report will be out in 6-8 weeks and we are hopeful for a good outcome.
4. **Doncaster Place Plan 2016-2021** – The chairman reported on the Doncaster Place Plan as he had been at the Doncaster Patient Group and there was a long discussion and presentation in that meeting.

He had done a brief synopsis of the idea of the Place Plan and everyone was handed a copy of this to read at their leisure.

5. **Feedback from PPG Network** – regarding the following topics:-

Efficient Services

Discharges

NHS Budgets

Local Enhanced Services

Healthwatch – re. micro grant this was discussed but decided that we would not qualify.

6. **PPG – Next Steps** – There was general discussion around what the PPG should be trying to get involved in ie. Event Days / Coffee Mornings etc. ? Alzheimers /

Dementia / Diabetes. This will be thought about and any ideas would be considered.

7. **Any Other business** – Discussions took place around the SMS texting service – Chris explained that this was being looked at at present and hopefully will be up and running over the next few weeks.

Missed appointments was brought up by several members of the group – these do get followed up if missed more than 3 consecutive appointments. But this is very labour intensive and we are hoping the text service will eliminate a lot of this problem.

There was some discussion around Dementia patients and what can be done for them here in surgery regarding appointments etc. Chris did explain that they should all have Care Plans in place and that they will have a dedicated mobile number that they can ring if it is urgent and needs a same day appointment.

Chris explained the new Pro-Active Care initiative that is presently being implemented here in the surgery and what this involved.

It was also announced that the surgery would now be open on Saturday mornings from 8.00 – 10.30 a.m. for pre-bookable GP appointments only and that there will be no appointments to book on the day or telephone service. If patients need a same day appointment they would need to ring out of hours service. This has been put on the Facebook page for patients advice.

The Chair has asked that Dr Zafar attend the next meeting to discuss the prescription plan.

## 8. **Next Meeting**

**15 JUNE 2017 @ 1.00 p.m.**