

PATIENT PARTICIPATION GROUP

MEETING – 21 DECEMBER 2016 @ 1.00 p.m.

In attendance: Gillian Dart, David Green, Carole Meahan, Malcolm Needham, Michael May, Geoffrey Johnson, Chris Jones (Practice Manager) taking Notes. Dr Zafar joined the meeting for a short time.

Apologies: Marie Ditch

The meeting was opened initially by the PM who advised that this was the PPG's meeting and not the practice's meeting and they needed to appoint a Chairman.

Geoffrey Johnson was duly elected as Chairman.

There was a brief discussion regarding the poor CQC report that the surgery had in 2016. The attendees were advised by the PM that most of the failures around the CQC report were managerial and not clinical.

Dr Zafar joined the meeting and reiterated what the PM had said and there was a general discussion with the members of the PPG about what was being done to resolve the problems that arose in the CQC report. It was reported to the committee that the previous PM and Assistant PM had now left the practice and Chris Jones had been appointed as the new Practice Manager.

Dr Zafar also advised the committee members that we are actively seeking to recruit a new GP whether it be salaried or with a view to partnership and also a new Treatment Room Nurse.

Malcolm Needham asked whether it would be feasible for the chairman to attend some of the practice meetings. Dr Zafar was still present at this time and thought that this was would not really be practical as the discussions around Significant Events etc. do divulge patients names sometimes and there would therefore be a breach of privacy.

Malcolm Needham also praised Dr Saunders (Regular Locum GP) and said he thought he was an excellent GP and why could he not work on a more permanent basis. Dr Saunders has been asked but is happy working as a Locum only.

Dr Zafar did reiterate that there was too much work for one GP and that is why we are actively trying to recruit a 2nd GP. She also explained that there is a national shortage of GP's and it is extremely difficult getting GP's to work on a permanent basis in GP Practice.

Dr Zafar – left the meeting.

The PM asked the meeting what their opinion on doing a patient survey was. They thought this is a good idea but it needs to be short only maybe 5 / 6 questions with tick box answers as people get bored and do not complete if it is too long. The PM advised that she would look into this and get some questions together.

The Committee wondered if it would be possible for those that have email's if things could be e-mailed to them instead of posting. This was agreed and the notes of this meeting would be emailed and posted to the ones without email addresses.

The PM advised that there was a Doncaster Forum for PPG and that the Chairman and one other member could attend this (believed to be quarterly). David Green said that he had attended one previously and he thought it was a very good meeting to get the views of other practice PPG's and also glean ideas from them to bring back to this surgery. The newly appointment chairman was going to look into this and find out when the next meeting was.

Mr May left the meeting as he had a prior engagement.

Malcolm Needham thought that we should have a notice in reception advising patients of the Patient Participation Group and when it would next be meeting to see if any new members could be enlisted onto the Group. Also a notice re. the new Practice Manager would be a good idea to inform patients of the change.

Mr Green thought it would be a good idea if there could be a notice board with staff photographs and there position put up in reception. This was agreed by the PM and she would look into getting this sorted in the near future.

After further general discussion regarding notice boards being tidied etc. the meeting was closed.

Closed Meeting @ 2.15 p.m.

THE NEXT MEETING WILL BE HELD ON THE 23RD MARCH 2017 @ 1.00 p.m.