***The Tickhill & Colliery Medical Practice***

[www.thetickhillsurgery.co.uk](http://www.thetickhillsurgery.co.uk/)

www.thecollierysurgery.co.uk

Present Apologies from

|  |  |  |
| --- | --- | --- |
| Mrs N Carr  Mrs J Hart  Mr S Johnson  Ms H Burke  Mrs J Hilling  Mr R Totty  Mrs P Birchall  Mr B Jones  Dr I Saunders  Mrs J Dodd  Mr R Gardner | Mrs K Ripley  Mrs J Tissington  Mr G Tissington  Mr L Batty  Mrs CM Barnes  Mrs M Totty  Mrs P Goodchild  Mr C J Downes  GP  Assistant Practice Manager  Practice Manager | Mrs J Barnes |

|  |  |
| --- | --- |
| 1  2  3  4    5 | ***Welcome*** *– The Chair Norma Carr welcomed everyone to the meeting both new and old attendees and accepted apologies from those listed above.*  *Presentation of The Annual Report by The Chair Mrs Norma Carr*  *“This has been another busy year for the PPG committee, continuing to establish ourselves as the link between Patients and the Practice. Also performing the role of “Critical Friend” required by the Care Quality Commission.*  *We started the process by looking at results from the Annual National Patient Satisfaction Survey which was conducted in October 2013.*  *The overall figures showed 89% of patient ratings at the Colliery Surgery were good, very good or excellent and at the Tickhill Surgery it was 88%. However, only patients who attended an appointment during the survey period were eligible to complete one of the questionnaires.*  *This meant that in total only 218 patients had provided feedback. As there are 9,200 people registered with the Practice only 2.36% had been given the opportunity to express their views. Although these numbers are valid statistically we wanted to give everyone the same opportunity.*  *With this in mind one of our members produced “contact us” forms which were placed in both surgeries. By completing one of these, patients were able to ask questions, provide feedback and make suggestions. They could be posted in the comments box at either surgery. This system is still in place but we have had very little response.*  *The forms also include the PPG email address providing patients with an alternative method of contacting us. This has proved a more successful way of reaching patients.*  *Once the results from the Satisfaction Survey were received the committee identified 3 main priority areas they wanted to focus on. These were: -*  *1. Appointments- to include telephone system, triage and Did Not Attend Appointments. 2.Continuity of care- to include choice of clinician, same clinician for appointments in each episode of illness. 3. Patients taking responsibility for their own health- to include reminder system available to patients, publicising of services and clinics available, using other health services such as pharmacists and the telephone helpline, reminding patients what the charter states about waiting times.*  *It was agreed that items 1 and 2 would be reviewed on an ongoing basis once the new Practice Manager was in post and had time to settle in to their role. Since his arrival Russell has assessed all of the above systems putting new ones in place where appropriate and is currently monitoring their effectiveness. He has worked closely with ourselves always keeping us updated. In turn, via our monthly articles in the Today magazines, we have informed patients of the progress being made.*  *Our 3rd objective has been very successfully met by one of our members arranging 2 Health Information Events. One in the Parish Room at Tickhill in April and the other at Harworth Town Hall in September. The latter was combined with the Macmillan Big Coffee Morning and raised 146 pounds for the charity.*  *Both events were well attended and I’d like to say a big thank you to all the committee who worked tirelessly before, during and after both events to make them our most successful to date.*  *Again this year members of the committee attended the Gala and Flu Clinic at Tickhill. They passed on information about the PPG and our role but most importantly they talked to patients and gained their feedback. These comments were passed to the Practice Manager whose responses have been published in the Today magazines. As we did last year we also gained a new recruit to the committee. Another big thank you to those involved in these events.*  *Comments were also gathered at both of the Health Information Sessions and again these were passed to the Practice for response. This is proving the most effective way of engaging with patients and one they obviously prefer.*  *We have also been gathering email addresses from patients who are interested in being part of the wider group. This involves receiving regular updates about PPG activities and other relevant information. We are looking to expand this group in the coming year and would be interested in hearing from anyone who would like to be involved.*  *Our Secretary has produced monthly “Aiming to help you be in control of your health and health care” articles for the Today magazines. These have provided information on a wide range of topics and kept patients updated on changes taking place within the Practice.*  *Throughout the year we have continued to send 2 representatives to the Doncaster South East PPG Network meetings. This has provided us with direct access to the Doncaster Clinical Commissioning Group and enabled us to share good practice with other PPGs.*  *I cannot finish the report without sending our thanks to the previous Practice Manager, Graham Daniel, who retired earlier this year. He was a constant support to the PPG and we wish him well for the future. Also many thanks to the Doctors who have attended our meetings and last but certainly not least to our Deputy Practice Manager, Julie Dodd, who has always been there for us and provided continuity and stability throughout the year. “*  *Norma Carr. PPG Chair.*  *It was proposed that this report be accepted as a True and full account of The Year’s Work by Mrs Mary Barnes and seconded by Mrs H Burke. Accepted unanimously.*  ***Presentation of Accounts***  *The Treasurer, Mrs J Hilling issued the following report to all those present:\_*            *The proposal that these be accepted as a full and accurate statement was proposed by Mrs J Hart and seconded by Mr S Johnson It was unanimously accepted.*  ***Presentation by The Tickhill and Colliery Medical Practice***  *This was given by Mr Russell Gardner The Practice Manager.*  *“Thank you to the Chair and her committee for the opportunity for the practice give a short report at the AGM on the working relationship between the practice and PPG.*  *Firstly I must say that having been in post since March from our point of view we feel that the Patient Participation Group has provided a useful channel of communication between the practice and our patient population and has been quite effective as a critical friend in challenging processes and accepted practice.*  *This has been a credit to the chair Norma and her esteemed colleagues who are very proactive as a committee in bringing to the table issues and concerns from the wider population of the practice and together I feel that we share a common ground in balancing the operational needs of the practice with the perceived needs of our patients.*  *I have tried to adopt a help us to help you ethos in and out of the practice and I feel that the practice is moving in the right direction.*  *In an election year the NHS has been at the forefront of the political parties and sound bytes are not policies, but demands placed on the practice has continued to increase year on year from Doncaster CCCG and NHS England. This obviously has had an impact on our services and we have tried to explain this through the PPG.*  *The PPG has challenged us on the way we meet those demands and whilst there have been some non- negotiable, we have taken the opportunity to explore and review situations and look at ways to improve ‘The Patient Experience’ at both of our sites*  *I feel that we have an open door to the PPG and in fact any of our patients for that matter and will always look at ways to improve services, however the practice has had a technically reduced budget for the past year and as such we have had to prioritise certain services. An example being, working with patients to reduce them being admitted to Hospital. NHS England are placing unrealistic demands of the all clinicians within the practice but I feel that there is a common goal internally to work to improve our services to the community, whilst balancing the requirements placed on us by the NHS.*  *I have also found it useful to support the PPG, in the well-being events in Tickhill and Harworth. These community events demonstrate co-operation between the practice, PPG and those agencies attending that patients are at the core of our work and as such I feel that these events should be supported by the practice in the coming years. It is also an opportunity for the practice to gain useful feedback and suggestions have been provided in this area. The Tickhill Gala was also a valuable source of feedback and I wish to thank all of those PPG members who have given time and commitment to make these events such a success.*  *The PPG have been welcome at our recent Flu clinics speaking with patients and creating awareness of the PPG.*  *This years Patient Satisfaction Survey is to be replaced by the new friends and family test due for roll out in January 2015. I have decided that our patients can give feedback through the ‘I want great care’ website and as a practice, we have a duty to report to Doncaster CCG each month our results and look forward to sharing the findings with the PPG. For those who cannot access the website, forms will be available to be left in the comments box.*  *This may mean for some practices the end of PPG’s as there may be no statutory requirements for a PPG, However the practice does want to continue its relationship with the PPG as I view it as a valuable forum where we can continue to work together and have healthy discussions to enable continuous improvement internally, educate and manage realistic expectations of all users of the practice.*  *The Care Quality Commission will be carrying out inspections and as we speak the inspection framework is being finalised. The PPG will have an important part to play when we have our formal inspection. The request for inclusion of PPGs as part of the CQC process is a recognition of the value placed on this relationship between practices and its patient representative group.*  *So finally from the practice, I would like to present a cheque for £500 towards the sterling work the PPG does in our local community. I’m sure that will keep you in Tea and Biscuits for awhile!!! We would like to say thank you again to all the members of the PPG and its committee and hope it continues to provide support to our patient population and work with the practice as a critical friend.”*  Norma responded with thanks from The Chair and Committee on behalf of all patients.  ***Election of Committee***  *The Secretary explained that there were 3 places available on the committee and we had 4 nomination forms which had been handed in before the advertised deadline of October 1st 2014.*  *She added that there had been a further nomination form dated on October 7th 2014 which could not be considered for election as it was completed past the deadline.*  *However the nominee had been added to the wider group along with the other two patients who were in attendance and will receive information and updates on a regular basis with invitations to future events.*  *If a vacancy becomes available during the year up the next AGM the committee will take the nomination form into consideration when co-opting someone onto the committee.*  The election took place in the form of a paper ballot with all voting slips being counted by The Chair and Treasurer.  The results were as follows:  Mrs H Burke 15  Mrs J Hart 16  Mr J Bergin 3  Mr A J Martin 3  Mrs Burke and Mrs Hart were duly elected but the third place being a tie was left to be sorted after correct due process had been confirmed.  In any event Mr Bergin and Mr Martin will be contacted with an explanation as they were not present.  There being no matters referred to The AGM The Chair thanked everyone for attending and closed the meeting at 7.20.  J Hart |
|  |  |