**Minutes of the Meeting of the Patient Participation Group**

**Held on Wednesday January 14th 2015 at the Tickhill Surgery**

**The Tickhill & Colliery Medical Practice**

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

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**Present:- Apologies from:-**

**Mrs CM Barnes Mrs J Dodd Mr R Gardner Mrs J Barton Mrs J Hart Mrs J Hilling**

**Mr L Batty Mr S Johnson**

**Mr J Bergin Mrs K Ripley**

**Mrs P Birchall Mr G Tissington**

**Ms H Burke Mrs J Tissington**

**Mrs N Carr Mrs M Totty**

**Mr R Tottty**

1. **Welcome by the Chair- N**orma welcomed everyone to the first meeting of 2015 and thanked them for their hard work during the previous year. Apologies were accepted from those listed above.
2. **Minutes of the meeting held on 10th December 2014-** Norma explained that action points from the previous meeting would be discussed later in this meeting. The minutes of the previous meeting were proposed as a true record by Jan and seconded by Mary Barnes.
3. **Feedback to the Practice –** Norma asked the committee for their opinions as to whether feedback should continue to be an agenda item at every meeting. Stan felt strongly that it should be as this was an integral part of the PPG role. However the original agreement had been that this was not a discussion item and individual complaints should not be brought to committee meetings as these should be directed to the Practice Manager. Jan suggested that as a compromise the item could be included less frequently possibly quarterly. She also proposed that committee members encourage patients to make use of the Friends and Family Test questionnaires and the feedback/suggestions sheets. John made a counter proposal that it continued as a standing agenda item for use as and when required. Jan withdrew her suggestion and a vote was taken on John’s which was unanimously agreed. Les provided positive feedback for the Colliery surgery and Norma thanked Russell and Julie for their ongoing support and hard work.
4. **Update from the Practice Manager-** As Russell had been unavoidably detained at a meeting there was no update from the Practice. In Russell’s absence Julie was asked about the situation with the hand sanitizer in the porch. Members of the committee had received feedback from several patients that the dispenser in the porch at Tickhill was empty. Julie explained the problems the surgery is having keeping it topped up and pointed out that there is a dispenser on the reception desk. Concerns were expressed that not giving patients the opportunity to sanitize their hands before using the touch screen could lead to the spread of infection. Norma asked Julie if she would highlight this issue to Russell. Jan asked for more information about the Apprentices who are currently working on reception. Julie explained that they are working towards an NVQ in Business Administration and are on placement with the Practice as part of their college course. She also mentioned that one of them had been subjected to verbal abuse from a patient which had caused her significant distress. Jan asked that it was fedback to the Apprentices the committee’s appreciation for their contribution to the Practice. Helen asked if it would be possible for Tickhill Footpath Group to display a poster in the Surgery and Julie said yes.
5. **Treasurer’s Report-** Although she was unable to attend the meeting Jane had prepared copies of the monthly account which confirmed the current balance still stands at 512 pounds 31 pence.
6. **Potential event at Wadworth –** Robert had attended a meeting of Wadworth Village Hall committee where he provided information about PPG and enquired about the possibility of us holding an event there. He received a very positive response. After discussion it was proposed that a scaled down version of the events at Harworth and Tickhill would be held on either Thursday the 14th or 21st of May. Robert volunteered to check availability and accompany Norma and Pam on a visit to look at the facilities.
7. **Feedback from Dementia Friends Champion Training-** Having volunteered to become the PPG’s Dementia Friends Champion Judith attended a training event at the beginning of the month. This included an assessment which she passed. Judith is now able to run half hour awareness sessions for people who want to gain more information about Dementia and it’s impact on the person and their family. These talks last between three quarters to an hour. Judith has flexibility about who and how many people she wants to include in a group. She has also written an article which will be in February’s edition of the Today magazines inviting people who are interested in becoming Dementia Friends to contact her. Judith’s aim is to encourage Tickhill, Harworth and Wadworth to become Dementia Friendly communities.
8. **A.O.B-** John asked if there was a process for contacting patients who do not attend their appointments to find out the reason for their non attendance. In particular those who do so on more than one occasion. Julie explained the national process which includes sending out a series of letters and has the ultimate sanction of asking the patient to leave the Practice.

**The next meeting will be held on 25th February 2015 at 6:15 in the Colliery surgery**

**ALL INFORMATION DISCUSSED SHOULD BE REGARDED AS CONFIDENTIAL UNLESS OTHERWISE STATED**