**DOCTORS LANE SURGERY – PATIENT PARTICIPATION GROUP**

**Minutes of the Meeting held on 7th October 2015**

**In Attendance:**

Dr Michael Keavney (GP Partner)

Kath Hume (Practice Manager)

Brian Thomas

Barry Clare

Rosemary Davies

Judith Simpson

**Apologies:**

Dr Mark Hodgson (GP Partner)

Dr Halina Clare (GP Partner)

Jenny Mooney

John Worrall

1. **Apologies for Absence**

As above.

1. **Minutes of the previous meeting**

The minutes of the meeting held on the 8th July 2015 were agreed and are available to view in the surgery and on the practice website [www.doctorslanesurgery.nhs.uk](http://www.doctorslanesurgery.nhs.uk)

1. **Patient Participation Group Membership**

The group discussed how to increase the diversity of the group and engage additional members in particular a younger person and a carer. It was agreed that all members of the group would try and spread the word and hopefully encourage additional membership. It was felt that around 10 members of the group would be a good number to work with.

**Action: All members to identify younger people and carers who they feel may be interested in joining the PPG.**

1. **Friends and Family Test**

GP practices are required to obtain feedback from patients about the care and treatment they have received this is called the Friends and Family Test (FFT). At Doctors Lane Surgery we have an iPad in reception with an app uploaded which askes two questions:



The responses for the last quarter are as follows:

**July**

14 responses, - 1 likely to recommend, 13 highly likely to recommend.

Comments include;

* Very efficient
* Lack of understanding
* Always attentive
* Ease of appointments
* Very good service
* Very satisfied
* Being looked after by fabulous staff and the feeling of being valued
* Very happy with care

**August**

6 responses – I likely to recommend, 5 highly likely to recommend

Comments include:

* Very helpful staff
* Always friendly service
* Always polite

**September**

13 responses – 13 highly likely to recommend

Comments include:

* Excellent care provided
* I have always found them very helpful
* Recent changes to bookings are very helpful for working and internet booking
* Efficiency, friendliness
* Great Staff
* Friendly and easy to get an appointment
* Local area
* NHS needs to understand the service is for its customer
* Good personal care

1. **Flu clinics**

The practice has held three open flu clinics (two at the surgery and one at Barton) and has to date administered 520 flu vaccines, the remaining vaccinations will be given during surgery hours.

The Roland Eggletston Trust in Barton has very kindly funded the purchase of a portable vaccine carrier which helps us to meet our cold chain requirements and was used for the first time last week for the Barton flu clinic.

1. **Patient Questionnaire**

John Worrall had produced a questionnaire the following was agreed

* Survey to be anonymised
* Questions 2 and 3 about patients experience on the day to be re-ordered in the survey
* Age question to be added
* Surveys to be handed out over a period of a week during November
* A box to be provided for posting the surveys to ensure confidentiality for Patients.
* Summary of findings will be published on the practice website [www.doctorslanesurgery.nhs.uk](http://www.doctorslanesurgery.nhs.uk) with a copy in reception for patients to view.

**Action: Kath Hume to make amendments**

1. **Patient Participation Group website page**

The wording for the webpage was agreed and will be uploaded to the practice website [www.doctorslanesurgery.nhs.uk](http://www.doctorslanesurgery.nhs.uk) a poster would also be displayed in the waiting room.

**Action: Dr Clare to upload page to the website**

1. **Barton post Office**

Barton Post office has very kindly donated a post box for patients to post prescription requests at Barton Post Office.

1. **Nursing Workforce Project**

The group were informed that Hambleton Richmondshire and Whitby Clinical Commissioning Group had approved the practices bid for the Nursing Workforce Monies. A Healthcare assistant has been appointed who will be a shared resource between Scorton, Quakers Lane Surgery and Doctors Lane surgery, this will free up Practice Nurse time to enable them to go out into the community to visit identified high risk patients to deliver care closer to home. Nurse training is underway and it is hoped to roll out towards the end of November.

1. **Any Other business**

**Gym Equipment**

Brian Thomas asked if the Practice had plans to commence usage of the Gym equipment. Dr Keavney told the group that funding had been available from the District Council which had now stopped and the Gym instructor had left to pursue another career. It was hoped that in the future funding would be available and this could once again be available to patients.

**Date of the next meeting 6th January 2016 at 18:30 hours.**