**DOCTORS LANE SURGERY – PATIENT PARTICIPATION GROUP**

**Minutes of the Meeting held on 8th July 2015**

**In Attendance:**

Dr Michael Keavney (GP Partner)

Dr Halina Clare (GP Partner)

Kath Hume (Practice Manager)

John Worrall

Brian Thomas

Barry Clare

Rosemary Davies

**Apologies:**

Dr Mark Hodgson (GP Partner)

Jenny Mooney

**Background**

Doctors Lane Surgery is required to have a Patient Participation Group (PPG) as part of their contract with NHS England. General Practices have a responsibility to involve patients in relevant issues relating to the practice and to respond appropriately to patients view and experiences.

The key role of the group is to bring together patients, doctors and members of the practice team to work in partnership in order to promote the wellbeing of patients and support the practice to provide a high quality or care and service delivery.

The surgery provides medical services for the following areas; Aldbrough St John, Barton, Caldwell, Cleasby, Dalton, East Layton, Eppleby, Fawcett, High Coniscliffe, Hutton Magna, Gainford, Gayles, Gilling West, Hartforth, Killerby, Kirby Hill, Mansfield, Melsonby, Merrybent, Middleton Tyas, Newsham, Ovington, Piercebridge, Ravensworth, Stapleton, Walworth, West Layton, Whashton, Whorlton and Winston. The practice population is around 3150.

The Surgery invited a diverse group of patients (but had a limited response) and will continue to look for other appropriate patients to join the group. Of the patients invited there were 6 positive responses and it was felt that to be representative of the population the group needed to recruit a patient with a disability, a patient under the age of 25 and a patient carer.

The group made the following comments and observations;

* *The group should facilitate engagement with patients and be a conduit both ways*
* *Patients may be more keen to pass comment to the group rather than directly to the surgery*
* *The PPG would not be a forum for complaints*
* *The PPG could communicate its existence through; Parish Fliers, Notice Boards and at the Surgery*

The Group agreed that a quarterly meeting would acceptable with a duration of no more than one and a half hours.

The group agreed that Members would communicate through a dedicated email account which the Practice Manager would request from IT Services.

**Action - Kath Hume**

The group would promote the PPG to patients with fliers at reception and Parish notice boards, Fliers etc. (cost of printing and stationery to be covered by the Surgery)

**Action – PPG**

The group agreed that they would have a page on the practices website; [www.doctorslanesurgery.nhs.uk](http://www.doctorslanesurgery.nhs.uk)

**Action – Dr Clare**

The PPG/John Worrall to write something about the PPG and send to Dr Clare for uploading onto the PPG page of the Doctors Lane Surgery Website.

**Action – John Worrall/Dr Clare**

Terms of reference were agreed and would be uploaded onto the PPG page Doctors Lane Surgery website along with the minutes of meetings.

**Action - Dr Clare**

The Surgery collate results from the Friends and Family Test (FFT) forms which are available in the reception area of the Surgery, Doctors Lane Surgery are planning to have a Friends and Family app on a device in the waiting room for patients to comment on services, this will be in use in the next couple of weeks. The group agreed that the results of the FFT would be reviewed at the PPG meetings.

The PPG would like to survey patients during surgery time and felt that responses given to the group may be different to those given direct to the practice.

**Action - John Worrall**

The Surgery informed the group about the Care Quality Commission (CQC) inspections and felt that it may be useful for them to provide feedback and comment to the CQC.

The PPG agreed to share email addresses amongst the group.

**Action – Kath Hume**

Dr Clare gave a presentation to the group around the Nursing Workforce project that Doctors Lane Surgery, Scorton and Quakers Lane Surgery are working in collaboration. The presentation would be shared with the minutes.

**Action – Kath Hume**

**Date of the next meeting 7th October 2015 at 18:30 hours.**