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**Patient Participation Group Meeting
Monday 12 November 2018
(Joint with Scott Practice)**

Attendees:

Diane Goddard (DG) (Practice Manager)
Rose Fells (RF) (Practice Manager)
Richard Myers (RM) (Minute Taker)
Amy Moore (AM)
Mr J Lilley (JL)
Mr I Dobbie (ID)
Mr R Shipley (RS)
Mrs I Allan (IA)
Brian Cashmore (BC)
Gweneth Mosley (GM)
Cynthia Simpson (CS)

Apologies:

Mr G Jones
Mr H Ellis
Mrs Y Tredgett (YT)

DG and RF thanked members for their attendance.

	ACTIONS
<p>1. Promoting “Community” to reduce isolation and loneliness</p> <p>The matter of loneliness and isolation in the local area is a matter on the agenda for both Scott Practice and St John's Group.</p> <p>It was discussed that providing some kind of community drop-in mornings would be a great way to improve relations and provide greater information about the practices and the services they provide to patients and local residents.</p> <p>Possible venues discussed included the church and Scout hut on Greenfield Lane, and local libraries. First enquiries will be made to the Church on Greenfield Lane with regards to their facilities, and the availability of the adjacent Scout hut. DG to ask DSM re what the church has on offer. ID will enquire as to the cost of the scout hut</p>	

<p>These drop-in mornings will need to appeal to a range of demographics, including; young mothers, over 50s, diabetics, etc. Suggestions were made regarding linking drop-in events with specific clinics or national events, opening during target hours, or simply offering people somewhere to go for a drink and a natter.</p> <p>It was agreed that finding out exactly what patients would want from these drop-ins would be vital to their success and so some research would need to be conducted before making any firm plans. JL agreed to find out what is currently offered at the local library. RF agreed to draft a questionnaire for both practices to circulate to patients in order to collect the relevant data. Using the information collected, the PPGs would then plan first events based on patient demand.</p> <p>Some ways of promoting these drop-ins were discussed. Suggestions ranged from notices in surgery waiting rooms to website promotion.</p>	
<p>2. Other Issues</p> <p>One issue which arose during the meeting was the lack of information available to patients in the waiting room. It was discussed that the surgeries only had finite notice board space and there was such a demand from various NHS initiatives that displays had to be rotated to accommodate. DG mentioned that there are manuals available in both waiting rooms in St John's, which outlined all the services the practices' offered. Other means of highlighting services were discussed, including; TVs, LCD display reels, and pop-up banners. RF and DG agreed that this would be looked into.</p>	