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**Patient Participation Group Meeting
Wednesday 28 January 2015**

Attendees:

Diane Goddard (DG) (Assistant Practice Manager)
Sue Bullock (SB) (Reception Manager)
Carolyn Smith (CS) (Admin Clerk)
Mr J Lilley (JL)
Ms H Ellis (HE)
Mrs I Allan (IA)

Apologies:

Mr R Shipley (new member)

Website Group Members:

Mr G Northover
Ms F Campbell
Ms P Cutts
Ms G Shillitoe (new member)
Mr R Cutts (new member)
Miss H Smith

	ACTIONS
<p>1. Matters arising from 26.11.14 meeting</p> <p>DG reported that unfortunately the staffing issues in Reception had not been resolved as another couple of staff are now on sick leave so it would not be possible to report back on the issues raised regarding Reception in previous meetings.</p> <p>DG reported that a decision regarding the Practice Newsletter was still awaited.</p> <p>CS reported that she had uploaded a copy of the survey results onto the Practice website and that a copy of the results was also on display in both waiting rooms.</p> <p>DG reported that the New Patient pack was being distributed.</p>	

<p>2. Practice News</p> <p>DG reported that Sister Joanne Nicklin had left the Practice and had taken up a post in the Rheumatology Department at DRI and that the resulting vacancy had already been filled. Dr Mackenzie is currently off following an operation on his shoulder. Dr Sudip Sinha, who had previously worked at the Practice as a GP Registrar before qualifying, was currently working all day Thursday.</p>	
<p>3. Priorities</p> <p>Survey</p> <p>HE asked whether it would be possible to have a copy of the survey's patients' comments as in previous years improvements have been made from comments received. DG asked CS if she could send all members of the PPG a copy of the comments but asked that they be anonymised.</p> <p>DNA</p> <p>CS reported that some letters had been sent recently but due to staffing shortages she had fallen behind. Information regarding missed GP and Nurses appointments was still being displayed on the Practice website and in the waiting rooms.</p> <p>PPG Membership</p> <p>DG reported that another patient, Roy Shipley, had joined the PPG, and that he had been hoping to attend today's meeting in person but had had to send in his apologies.</p> <p>HS who had attended meetings previously in person had become a member of the Website Group as she is now working full time.</p>	<p>CS</p>
<p>4. Any Other Business</p> <p>SB reported that the Jayex checking in machine was still not working and that this problem had been ongoing for 14 months. This was placing an extra workload on Reception staff as they were having to check all patients in at the desk. DG commented that the maintenance contract was due for renewal and that it would not be renewed until the checking in machine was working.</p> <p>DG commented that new headsets were currently being trailed in Reception. As they are 'hands free' it would be easier for staff to take messages, make appointments, etc.</p> <p>DG reported that a message was to be put on prescriptions and the website informing patients that they need to give 48-hours' notice when ordering repeat medication.</p>	

<p>DG remarked that a Zero tolerance policy regarding rude and aggressive behaviour towards Reception staff was currently in place and that she needed to be informed of any patients acting in an unacceptable manner towards staff. IA praised the Reception staff for always being helpful.</p> <p>DG commented that our CQC inspection would probably take in June or July and that members of the PPG would probably be invited to a meeting with the Inspectors.</p> <p>DG explained to the PPG members in attendance about the iWantGreatCare leaflet currently available for completion in both waiting rooms. It is a very simple leaflet that basically asks patients whether they would recommend this GP Practice to friends and family.</p>	
<p>5. Date and time of next meeting</p> <p>Wednesday 25 March 2015 starting at 12 noon.</p>	