

# DUNSVILLE MEDICAL CENTRE

## Minutes of the Patient Reference Group

Held on 28 March 2017

### **Surgery Representation**

Joan Wright – Practice Manager (acting chair)  
Paulette Davies - Assistant Practice Manager (minutes)  
Paula Farmer – Data Manager

### **Members present**

Janet Robinson  
Eva Stinton  
Pam McLay  
Brian Jackson

### **Speaker**

Rachael Mather – Engagement Officer, Doncaster Clinical Commissioning Group presenting the Doncaster Place Plan

#### **1. Apologies**

Lee Pitcher  
Mike Jackson  
Brian Ross  
Frank Jones  
Fred Fielden  
Gary Shin  
Philip Ball  
Glenys Wall  
Carol Stapleton

#### **2. Actions from previous minutes (July 2016)**

The web address for the new practice web site was updated on the patient survey and the additional question suggested by members of the group was included in the updated patient questionnaire.

The discussion regarding problems arranging a GP appointment when patients are discharged from hospital with a recommendation to review with a GP within 2 days, should be resolved with the modifications we plan to put in place to the appointment system. This is to be discussed in more detail in item 5 of the agenda.

#### **3. The Doncaster Place Plan**

Rachael Mather from NHS Doncaster CCG presented the Doncaster Place Plan. This new plan combines all health and social care services across Doncaster to work closer together to help people stay healthy and live in their own home for as long as possible.

Rachael also mentioned the 'Sustainability and Transformation Plan' (STP) which covers a much bigger area than just Doncaster, but sets the scene and provides the overall way of working that is used for the Doncaster Place Plan.

Members of the group discussed how services such as leisure facilities provided by the council need to offer experts who can build an appropriate exercise plan to suit individual needs depending on health issues.

Members felt walking was an excellent way to exercise at an individual level, but some women felt vulnerable walking alone. Doncaster Council has a series of local walks, designed to support general fitness and well-being and details are available [here](#)

It was also felt that activities need to be provided for younger age groups, such as youth clubs, church groups and after school activities.

Members are invited to complete the survey which is available at <http://bit.ly/2o4kh83> and closes on 24<sup>th</sup> April 2017.

#### **4. Staff Update**

The practice manager updated the group about clinical staff changes;  
Dr Gibson's present health  
Dr Mohan's current work status  
Locums  
Employing two advanced nurse practitioners

#### **5. Modifications to appointments**

Proposed changes to the appointment system were discussed and feed-back to this was very positive and favorable.

Appointments with a GP will only be offered after an initial consultation with the advanced nurse practitioner. The patient will be called back by the ANP and treated as appropriate. If the ANP is unable to treat then they may book with a GP or direct to the most suitable service/provider. Routine appointments will be available to book on-line with the ANP.

GP follow-up appointments (as instructed by healthcare professional), will be booked directly into a GP slot on contact.

The group was also informed about the request to NHS England to close the practice list for a temporary period of 12 months.

The practice received praise for services provided from the members of the group present at the meeting.

#### **6. Patient Survey**

The patient questionnaire was updated by Mike Jackson and a copy was distributed to the members of the group at the meeting.

It was proposed that due to practice changes, the survey would commence in approximately 3 months' time. The results would then be fed back to a future meeting.

**7. Any other business**

The practice was praised for the prompt delivery of the disabled car parking space as requested at a previous meeting.

This also raised a discussion about the parking on the yellow lines beside the surgery.

Members of the group were asked how they felt about getting speakers on relevant topics to help develop the group and have quarterly meetings on a regular basis.

The practice manager informed the group about the reduction to her hours in 2018 and that Paula Farmer is developing her role to become Practice Manager from 2019.

**8. Date of next meeting** – approximately 3 months' time.