

**BRIMINGTON SURGERY**  
**Patient Participation Group Meeting**  
**1pm Tuesday, 21<sup>st</sup> October, 2015 in Training Room**

Present:

Dr. Lancaster  
Julie Rutter (Practice Manager)  
Dr. Sarah Lewis  
Joan Bramley (Minutes)  
Marjorie Hopton  
Janet Cole  
Gayner Hibbert  
Pamela Wright  
Gerta Elphee  
Patricia Chambers  
Joan Graham  
Pam Smiley  
Martin Liddle  
Hazel Butler  
Maria Pemberton  
Susan Watt  
Pat Gregory  
Enid Morris  
Rein Sikveland (Speaker)

Apologies:

Brian Cole  
Margaret Breeds  
Linda Hewitt (Virtual member)  
Jean Crossley  
George Morris

Unfortunately Mr. Mike Burdett, a previous group member, had died. The meeting was very well attended and in future the resident doctor will be Dr. Lancaster.

**2. Presentation**

A study had been carried out by Loughborough University over three local surgeries on patient satisfaction with the conversation had with the Receptionist when making an appointment. Our speaker, Rein Sikveland gave examples of good and bad conversations and how it can affect the experience of the patient. It was stated that our Surgery carries out constant staff customer training and will take advantage of this new training.

A follow on from the presentation was a discussion of the Surgery appointment system when Dr Lancaster pointed out that it is constantly difficult to attain a good appointment system then she described her day and sometimes the doctors come in on their day off. The appointment system was explained by Julie Rutter then a problem was outlined by Susan Watts. When phoning in for an appointment, patients may be asked to give a short description of their problem so a doctor can return their call to decide if they need to come to the surgery or the problem can be dealt with over the phone. At present there is a four week system but this may be advanced. Mr. Little expressed concern as he felt that his partner had been interrogated when ringing for an appointment.

**3. Previous Minutes**

These were approved.

**4. Surgery Update**

At the beginning of November work will be carried out to increase the size of the Administration Office.

Dr. Joanne Stewart will take some of Dr. Torkington's patients since he reduced the number of working days.

The Community Matron has retired also Lindsey from the surgery so these jobs will be advertised and there had been two staff changes.

## 5. Any Other Business

The local Pharmacist had been in talks with Dr Torkington and Julie Rutter regarding ongoing problems. Some members present had noticed improvements but there had been a problem with no Gluten Free bread.

There was again a comment regarding air pollution in the area.

It was agreed that we have a training session for the members to be Dementia Friends.

A report was given from the CCG meeting.

To date 1,300 flu injections had been carried out from the capacity of 1,900. Some PPG members helped at the Flu Clinic and handed out the Friends and Family questionnaire with a good response. Donations from the drinks provided raised £77 towards the Cancer Unit at Chesterfield Hospital taking the total, including a donation from Mr. George Morris, to over £1,000. There is a book stall in the surgery.

Pam Smiley had investigated advertising but unfortunately no-one would do a booklet but Julie Rutter will provide a newsletter.

It was commented about the small amount of Blue Badge parking spaces so the Council would be contacted.

The next meeting is 1pm on Wednesday 20<sup>th</sup> January, 2016 with Dr. Lancaster in attendance.