

Patient Participation Group (PPG)

31 st May 2017		6pm to 7pm	Crawcrook Surgery
Chairperson	Melanie Shotton (MSh); Alyson Wilson (AW)		
Timekeeper	Melanie Shotton (MSh)		
Minute taker	Jean Ward (JW)		
Attendees	Win Comb (WC); John Widdrington (JWi); Valerie Widdrington (VW); Jacqueline Apperley (JA); Bill Wooldridge (BW)		
Apologies	Kevin Maddison; Jon Comb; Alan Rising (AR)		
Agenda		Raised by	
<ul style="list-style-type: none"> • Agree Minutes of previous meeting • Matters arising from previous meeting • Complaints/Compliments/Suggestions since last meeting • Practice News • Action Plan • Items submitted for the agenda <ul style="list-style-type: none"> ○ Appointments ○ Telephone Access ○ Website ○ CQC ○ Greenside • Any other business 			
Last meetings minutes were agreed by PPG members.			
Matters arising from minutes of last meeting:			
MSh asked about the NAPP membership, KM or another member of the PPG needs to attend the Practice to complete the membership as the Practice have agreed to pay.			
Actions	Owner	Deadline	
Complaints / Compliments / Suggestions since last meeting			
MSh has spoken to Marta who was very complimentary and MSh asked how the changes were going, Marta said it is all good, the prescriptions are great and she is very happy with the service and asked MSh to pass on her thanks to everyone concerned. She was very surprised at how smoothly things had actually ran and in fact said things were slightly better. MSh takes this as a compliment as we were expecting problems.			
There had been 4 compliments this week one on NHS choices website, 1 from Marta and the other 2 verbal and email.			
Actions	Owner	Deadline	
Practice News			
AW advised members that a new GP has been recruited by CBC to cover the Thursday late night 6pm till 8pm and Saturday morning 9am till 1pm, based at Blaydon. He will start in July.			
The meeting with Grange Road PPG was mentioned and AW advised that she had spoken to Mr Roberts from Grange Road who advised that he had already met with a			

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member of our Group, no-one present knew anything about this but enquiries would be made. AW will email him and copy JA into the mail.

Discussions were held about CBC and their values, MSh advised that during the Cyber-attack we had a lot of support from the CBC which we would not have had.

JWi asked if there was anything further on recruitment; AW confirmed that we had a GP hopefully starting in September doing 6 sessions per week. We are also talking to one of our regular locums about coming in a regular basis, but again this will be later in the year. AW hopes that by September we hope to be fully staffed which is a huge achievement. JA asked about registrations and MSh advised that we currently have 7300 patients which is a growth of approximately 200 since it was last done. There is a new member of the Admin team starting on 30th May; she will be working full time hours.

Action Plan:

AW handed out copies of the short term Action Plan which will be discussed at the monthly Partners meetings. She read through the plan explaining the sections as she went through them, advising some of the changes are already in place.

Actions

Owner

Deadline

Agenda

Appointments: Work was continuing to get the appointment system right and staff training was in place for signposting which would hopefully get patients seen by the right Clinicians. MSh advised there has been a lot of work going on in the background with appointments to make access for patients better. AW feels that we are over Nursed, but this will reviewed again in the next couple of months.

Greenside Transition: This has taken place, the equipment has been decommissioned, this all went smoothly on the morning of the cyber-attach. AW explained that the cyber-attack had affected IT and our computer systems were closed down and patch testing done to make sure no viruses had affected our equipment, she explained how it had all been checked and resolved. We were up and running by late Monday afternoon. She explained that as the CBC had EMIS anywhere they had computer access when others didn't. Continuity plans have been put into place as this could happen again.

CQC: We have as yet not received a date for our inspection but MSh has asked if we can have a representation from PPG members, at least one member to attend and talk to the inspectors, this will be timed and a slot will be arranged. A mock presentation is to take place prior to them coming to prepare.

Telephone Access: AW advised that as of beginning of June the telephones will not be switched off over lunchtime. The phone lines will be open Monday to Friday 8am until 6pm will extra staff manning them during these hours so hopefully this will improve access. There will be a message added to the telephone system which will advise patients that personal questions will be asked to enable signposting to take place. There will also be a message warning that the calls will be recorded.

Website: JW advised that she has updated the website and changed the format to make this easier to read and navigate. Members were asked to have a look at this and revert

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with ideas or things they think could improve this further. JA has already seen this and complimented JW on this improvement. Other members will check and pass on any thoughts. VW asked for a step by step guide to be added to show people how to use the online services. AW advised that we would look into this.

Actions	Owner	Deadline
Any other Business		
<p>JWi advised PPG members are aware their help with the production of the Newsletter is required and they will get some information to JW. Patient survey was discussed and AW explained this is ongoing for 12 months in 3 monthly intervals. There is another one due in July where we hope to see an improvement.</p> <p>BW mentioned about the photo board in reception, this is on the list and will be looked at by Practice.</p> <p>JW mentioned problems with parking on Friday due to the car parks being full therefore she had to block car in; car owner had been abusive to reception staff. Hopefully this is a one off but it will be monitored.</p> <p>Respects were sent from all present to JC.</p>		
Actions	Owner	Deadline
Items carried over to next meeting		
None		
Next meetings		
3 rd August 2017 5 th October 2017 7 th December 2017		
Next chairperson		
Kevin Maddison		