

## Patient Participation Group (PPG)

5 <sup>th</sup> October 2017		6pm to 7pm	Crawcrook Surgery
<b>Chairperson</b>	John Widdrington (JWi)		
<b>Timekeeper</b>	Melanie Shotton (MSh)		
<b>Minute taker</b>	Jean Ward (JW)		
<b>Attendees</b>	Jacqueline Apperley (JA); Jon Comb (JC); Win Comb (WC); Valerie Widdrington (VW); Bill Wooldridge (BW); Alyson Wilson – CBC Health (AW)		
<b>Apologies</b>	<p>Apologies were made for the cancellation of the last meeting which was scheduled for 3<sup>rd</sup> August; this was due to holidays and sickness.</p> <p>JW advised members KM hopes to return in the New Year, all present happy to hear that.</p> <p>JW also advised enquiries had been received for 2 new PPG members, paperwork had been sent out but not returned and they were aware of tonight's meeting.</p>		
<b>Items submitted for Agenda</b> <ul style="list-style-type: none"> <li>• CQC Report</li> <li>• Flu Day</li> <li>• Alzheimer's Society</li> <li>• Dementia Friends</li> <li>• McMillan Coffee morning</li> <li>• CBC Health Update – AW</li> <li>• Members update</li> <li>• Any other business <ul style="list-style-type: none"> <li>○ Care and Support Plans - JA</li> </ul> </li> </ul>		<b>Raised by</b>	
<b>Matters arising from minutes of last meeting:</b> <p>JW reviewed the Action points on the minutes of the last meeting in May. The NAPP membership was discussed and it was agreed that JA would lead this temporarily until KM returned. She will liaise with MSh to arrange the membership.</p> <p>JW advised members that the new GP was now in place and a valuable member of the team working 3 days a week.</p> <p>The new extended hours service is now operating from the GP led Practice at Blaydon on Thursday nights and a Saturday mornings. The GP on duty is Dr Akhtar.</p> <p>JW advised that the Newsletter had gone out and has requested input for the Winter Newsletter which she hopes to have ready for the beginning of December.</p> <p>The board containing the photographs of members of staff which is situated in reception has been updated.</p>			
<b>Actions</b>	<b>Owner</b>	<b>Deadline</b>	
NAPP membership to be arranged via JA/MSh	JA	ASAP	
Members to supply suggestions for the Winter Newsletter by mid-November	All	Mid November	
<b>Compliments and Complaints:</b>			

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### Compliments

JW advised that we had received 6 compliments since the last meeting; all were thanking staff members for their care and consideration.

### Complaints

There had been 3 complaints, 2 of which were to do with prescribing issues which were being looked into and 1 which was due to a patient not being able to have email consultations which the Practice do not engage in. It was felt that this was not a complaint as it was not a service the Practice could offer.

VW raised the issue of unnecessary repeat ordering potentially leading to major waste/ costs and out of date medicines. It was noted that whilst this particular concern is usually raised during formal Meds Reviews both in the Surgery and at local pharmacies, MSh said there was a need to identify other means of spreading the message more widely.

JA suggested this could be a cause which the Patient Group could usefully lead on to support the CMC. She offered to set up interim sub meetings to enable the group to discuss how best to educate patients to only order what is required. (See also Care And Support Plans).

Actions	Owner	Deadline
Information re getting message across to patients re electronic prescribing and how it works	VW	ASAP

### Action Plan

MSh went through the existing Action Plan and gave an update where we are now, advising that Anna Sives (AS) and Anne Grieve (AG) will be involved in the next phase. This is looking at work streams and how working at scale would benefit the Practice. She explained that the telephone systems and appointments had been improved and they would continue to be looked as part of the new ways of working.

She explained about how they were hoping to share the skill mix across the 3 Practices to provide a better service.

Actions	Owner	Deadline
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### CQC Report

The report was discussed. JW thought the surveys did not give a correct representation of the Practice, AW explained that at the moment there are 2 surveys being used, 1 nationally which is carried out every 6 months and is sent out randomly to patients, which are the figures used by CQC.

The figures on the report were probably from the survey carried out towards the end of last year and had not seen the benefit of the improvements taken place over the past months in Practice. There is also an in house survey which CBC Health is carrying out every 3 months to bench mark progress.

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JWi thanked JA for the crib sheet which she supplied to him and BW to help with the preparation for the CQC interview. This had been very helpful.

### Actions

### Owner

### Deadline

#### Alzheimer's Society

MSh explained the new service which was available for 18 months but would hopefully continue if successful. Our support worker will be Annie Osborne (AO), she had attended the flu clinic and talked to patients. MSh advised that we had asked for help in making the Practice Dementia friendly and also working with the rest of the business in Crawcrook to make the village Dementia friendly, AO is looking into this. AO had asked about possible locations to hold a weekly Dementia café, MSh have suggested she contact Mrs Audrey Pyle at Greenside Community Centre.

#### Dementia Friends

MSh advised members that we had raised £100 for this charity, a cheque for £100 was sent to Dementia Friends and they have acknowledged receipt.

#### McMillan Coffee Morning

The Practice held a McMillan Coffee morning on 28<sup>th</sup> September where cakes were brought in and a small raffle was held. Staff and ex members of staff were invited along. We raised £300 and a cheque has been sent to McMillan.

This amount far exceeded what was expected, both efforts from the team were much appreciated.

MSh/JW asked for suggestions for the next charity collection for 2018 and JC/WC suggested the Transplant Unit at the Freeman Hospital, it was agreed this was a good cause and would be arranged.

### Actions

### Owner

### Deadline

Arrange collection for 2018 charity Freeman Transplant Unit

JW/MSh

ASAP

#### CBC Health Update

AW explained to members present her new role at CBC Health; she has been seconded to cover in HR for 12 months maternity leave. This comes as Phase one ends and Phase two begins. AS and AG will be working to bring the 3 Practices together. AW has indicated that she would be happy to attend PPG meetings as the representative for CBC Health going forward for as long as the PPG felt this was viable.

The issue of the Grange Road PPG and visiting was mentioned and whether AW had spoken to their chairman regarding who he had met from Crawcrook PPG, AW apologised but added that the last PPG at Grange Road had also been cancelled. Members were still unsure who had spoken to the PPG Chair at Grange Road, JC said he had had a conversation with him but not a meeting and it was thought that maybe this is what the Chair had meant. It was asked whether the PPGs should meet, and they decided not at the moment.

## Patient Participation Group (PPG)

AW discussed that the GP led Practice within the Health Centre at Blaydon was again up for tender, as yet there had been no acceptable offers, she would have more information in February.

Actions	Owner	Deadline
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### Any other business:

JA advised that she had rang the Practice the other day and after waiting in a queue had been cut off. MSh advised we would look into this.

JWI advised he was confused re the recall system for Year of Care. He received notification for his annual birthday month check-up but not for the interim 6 monthly check-up. Also at the 6 monthly Interim Review he had been presented with the normal Table of Results covering all areas monitored but when challenged the NP admitted that only the HbA1c (glucose level) result had been checked and updated since the Annual Review which was clearly misleading. JW/MSh will confer with Sylvia Dryden (SD) as to what the recall system is and whether similar tests should be done at both Annual and Interim check-ups.

There also seems to be an issue surrounding medicine management, JC has had problems with the Pharmacist wanting to change his medications last year. As a patient under a Hospital Consultant any medication changes in his case have to be done via the Hospital.

AW will take this up with Catherine Armstrong (CA) Lead Pharmacist at CBC Health. AW suggested that maybe CA and/or Tracy Groves (TG) Pharmacist CBC Health attends a PPG meeting to discuss medication reviews and why they are carried out.

MSh explained that feedback of how the new systems are working is important to the Practice moving forward. She also asked for support in getting the message across to the patients regarding electronic prescribing as in time this the way all prescribing will be done.

### Care and Support Plans – JA

JA has asked that the PPG reinstates their interim coffee meetings to discuss ways of supporting the Practice. It was acknowledged that they need to update their section of the notice boards. She suggested that LTC is a question to be added to the surveys, AW will look into this. JWi said he had not received a call back following his last blood tests; he had rung and was told all ok, JW explained that Admin deal with lots of patient notes each day, giving urgent messages priority. AW suggests Clinicians should be telling patients to ring for results rather than Admin ringing; this will be discussed at Clinical meeting.

Actions:	Owner	Deadline
Check re phones cutting off	JW	ASAP
Check with SD re YOC results letters and recall letters	JW/MSh	ASAP
Speak to CA re problem with JCs Medicine Management	AW	ASAP
Add LTC to surveys ???	AW	ASAP

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Add blood results – patients ringing in for them – to clinical meeting.	JW / MSh	ASAP
<b>Items carried over to next meeting:</b>  No items carried over.		
<b>Next meeting:</b>  7 <sup>th</sup> December 2017		
<b>Next chairperson</b>  TBA		