

Patient Participation Group (PPG)

6 th April 2017		6pm to 7pm	Crawcrook Surgery
Chairperson	John Widdrington (JWi)		
Timekeeper	Melanie Shotton (MSh)		
Minute taker	Jean Ward (JW)		
Attendees	Bill Wooldridge (BW); Jacqueline Apperley (JA); Valerie Widdrington (VW); Alyson Wilson (AW)		
Apologies	Kevin Maddison - Holiday; Alan Rising – Holiday JA has spoken to Jon and Win Comb and advised that they are just extremely busy.		
Agenda <ul style="list-style-type: none"> • Greenside Update • NAPP Membership • Meeting with Grange Road PPG Group • Task and Finish Group 		Raised by	
Matters arising from minutes of last meeting:			
Approved at last meeting to be picked up as meeting progresses.			
Actions	Owner	Deadline	
Review from the 2 meetings which took place between JW, VW, MSh and AW.			
<p>Since last meeting there have been 2 additional meetings which had been suggested by KM both attended by JW and VW. At the first meeting the closure notice was discussed. This was amended and agreed for publication. The date of closure had still not been agreed and further discussion would take place regarding this at the following weeks update meeting. There was also a discussion about the capacity at Crawcrook following the closure. MSh had confirmed what changes were being made at Crawcrook to accommodate. Marta from Greenside Pharmacy was to be invited to the second meeting.</p> <p>In the second meeting MSh and AW submitted 2 further documents which contained the closing date and also included an invite to the Greenside patients to attend an open afternoon at Crawcrook Surgery from 3pm to 7pm to accommodate patients that work. Members of staff and PPG members that were available to help and also a member of staff from Greenside Pharmacy. The letter also included the Questions and Answers from the Greenside meeting. JW advised that he was happy to hear from Marta that she felt that her business was growing and she felt that there would be no impact on her business; this is down to the fact that her catchment area is far bigger than Greenside. Marta is very supportive of the consolidation, although aware of the impact it has on the people of Greenside.</p> <p>Marta has been advised of the recruitment program and also the relocation of telecoms and equipment to Crawcrook. Marta has requested however that the telephone ordering service is reinstated for those patients who are not online or have limited mobility. The transmission will hopefully be relatively smooth. Marta has also requested that she has a point of contact in Crawcrook to deal with any prescription minutes.</p> <p>JW has submitted separately via email the minutes from these 2 meetings to PPG members.</p>			

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Greenside Update

MSh discussed the letter that had been produced, this would be sent to all patients not just the Greenside patients, the closing date is 12th May and letters would be sent one per household rather than each individual patient. The letter has been approved by the PPG, the Comms team at NHS England and is now ready to go out. JA queried the opening times as these have changed since the Q and A's were submitted.

Our of courtesy a copy of the letter will be sent to neighbouring Practices, the 3 Councillors which have been involved in the closure as well as Care Homes. BW said it would be interesting to see how many people turn up for the open afternoon; JA commented that even if only 2 turned up then it was a success.

AW asked members of the PPG if they could help out with the open afternoon JW and VW will be able to come later in the day, JA would attend earlier and BW will let us know.

JA asked for us to send an email to the members that were not present asking if they would like to attend to help out.

AW advised that she has recruited a GP who will be doing a Saturday morning and late night Thursday at Blaydon. Appointments can be booked via CMC. The GP has been recruited solely for this. This is in the early stages and PPG members will be advised of the date it is to be launched.

NAPP Membership / Meeting Grange Road PPG (GR PPG)

AW advised that she had enquired with Grange Road as to who paid the NAPP membership and had been told it was the Practice so she has agreed that CMC will pay this for our PPG also. She also discussed with Mr Roberts and Mrs Mitchell were more than happy to meet either at Crawcrook or Grange Road but it would have to be after the Easter holidays, AW has asked them to supply MSh with dates which she will run by GR PPG. JA suggested that they should go to GR and only one member goes to the meeting to observe. AW advised that GR PPG only meet every 3 months and she thinks that the next is in May and the meetings are normally at lunchtime. GR PPG have a Chair and Deputy Chair, they are a well-established group and AW would advise of the date of the next meeting. AW advised that one member of the PPG would have to come in and arrange the NAPP membership as this is done only, KM was nominated as the point of contact for CMC PPG, however this would have to be clarified with him.

CBC Values

AW explained the strategy structure and process of the CBC. AW explained this to members showing them the promotional stands she had borrowed from the CBC. These will be kept downstairs for a month. The values are:

- Patients first
- Treat everybody with dignity and respect
- Uphold NHS principles and services free at the point of need
- Support the Primary Care model of maintaining high quality care close to home by familiar staff
- Create an environment in which people can flourish and give their best
- Engage and collaborate with stakeholders and partners to add value to what we do
- Achieve excellence by maintaining what is good and embracing innovation

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- Maintain a not for profit model which delivers reinvestment in local services
- Deliver safe, trusted and effective services.

She went on to say that CBC want to support a Practice that has had a rough patch. This will be done by closing Greenside, drawing a breath and start a plan of what else needs to be done with the Practice. There will be a better telephone response and hopefully a better service for patients.

The stands will be in reception for the open afternoon on 26th April, AW will also be there to answer any questions.

Actions

Owner

Deadline

Recruitment:

AW advised that recruitment is ongoing

PPG are to help with the Newsletters and to update their section of the notice board in the waiting room

The Patient questionnaire is out and the results will be available once calculated – this will be repeated every 3 months.

Training issues are being looked at.

Actions

Owner

Deadline

Any other business:

BW mentioned about the photographs in reception being out of date, AW/MSh advised they were to be replaced once recruitment was complete.

The next meeting is scheduled for 1st June but AW asked members that if the CQC visit was prior to that date whether members would be available for support.

The Tuesday meetings which were scheduled to discuss Greenside closure have now ceased.

Actions

Owner

Deadline

Items carried over to next meeting:

Action Plan

Next meetings

1st June 2017

3rd August 2017

5th October 2017

7th December 2017

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Next chairperson

KM to chair if he is here – JWi will be deputy in his absence.