

## Patient Participation Group (PPG)

2 February 2017	6pm to 7pm	Crawcrook Surgery
<b>Chairperson</b>	Jon Comb (JC)	
<b>Timekeeper</b>	Melanie Shotton (MSh)	
<b>Minute taker</b>	Jean Ward (JW)	
<b>Attendees</b>	Dr A Doshi (AD); Jill Mitchell CBC (JM); Carol Adamson (CA); Bill Wooldridge (BW); Win Comb (WC); Kevin Maddison (KM); John Widdrington (JWi); Valerie Widdrington (VW)	
<b>Apologies</b>	Jacqueline Apperly; Alan Rising; Malcolm Watson	
<b>Agenda</b> <ul style="list-style-type: none"> <li>• Update of Greenside and where we are now</li> <li>• CQC Update</li> <li>• PPG Update</li> </ul>		
<p>Introductions were made due to JM being present.</p>		
<b>Actions</b>	<b>Owner</b>	<b>Deadline</b>
<p><b>Matters arising from minutes of last meeting:</b></p> <p>The minutes of meeting held 1 December 2016 where agreed.</p> <p>Matters arising, BW discussed the bus services from Greenside. He advised that there was a mini bus service which runs in addition to the normal day to day bus service which has a half hourly service. He discussed in full how each of the services ran and advised that the regular bus service passes the Greenside surgery every 30 minutes and the mini bus is an hourly service, however the mini bus does have a long route. It only runs from about 10am until 3pm. MSh asked for a copy of the timetable which BW had for the mini bus service.</p> <p>There were no other matters arising.</p>		
<p><b>Comments/complaints:</b></p> <p>MSh advised that apart from the normal niggles re appointments etc there had been no complaints, she advised that there we currently had more appointments in the system and are working to improve the system. VW advised that she had rang for an appointment and got one the same day with no problem. Hopefully the appointment problems have settled. We have also changed the telephones so that there are no options to press, all calls go into one queue and MSh is hoping that this will solve some of the telephone problems.</p>		
<p><b>Practice News</b></p> <p>JC moved to Practice News and MSh started this off with an update on Greenside. She advised that there was no news at the moment; and that the application for closure would be going to a meeting which was to be held on 28 February where a decision would be made by CCG and NHS England. Depending on the outcome a plan would need to be put together as to how the Practice moves forward and we would be calling upon the PPG for support. KM asked if it was NHS and the CCG who would make the decision</p>		

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based on the outcome of the meeting. JM explained how the process works when a request for closure is made.

KM asked what the process would be if the decision was made to close Greenside, MSh explained what needed to be done, she also clarified that there would be an open day arranged with the help of the PPG for patients to come to Crawcrook prior to the closure to have a look around.

JM explained that the Committee would also look at Crawcrook to see whether there was enough access within Crawcrook for the Greenside patients. When asked MSh said that depending on the outcome if it were to close it would possibly be April. JW asked if there was a possibility if the discussion was made to keep Greenside open and Crawcrook could not sustain a surgery at Greenside given resources, whether there could be something else done? JM advised that this is something that would be considered, and that if it wasn't approved then discussions with NHS England would be held. She advised that the CCG and NHS England had 3 other applications for branch closures around Gateshead at present as other Practices are also struggling.

### **Update**

AD explained the details of the changes and how we are currently in the position we are in explaining that Dr Jacobs resigned due to relocation overseas. He explained that there had been discussions with Community Based Care Health (CBC), Clinical Commissioning Group (CCG) and NHS England. He advised we had also had discussions with Assura who own the building; discussions had been ongoing for about 6 to 8 months. He advised that an agreement had been formed with CBC and then handed over the JM.

JM explained who the CBC were and how they worked and also explained their interest and where they hoped that they could help the Practice. They currently also run the Practices at Blaydon and Grange Road in Ryton, they employ Pharmacists, GPs, Nurses as well as Admin staff.

Their aim is to make sure that Crawcrook is supported and they will help with recruitment going forward. She explained that one of the technicalities around the Partnership is around the number of GPs who can hold the lease for the building and because Dr Jacobs was leaving this left only AD in a position where there was only 1 GP left and he wasn't able to hold the contract for the lease on the premises, CBC have been working with their Solicitors and with the Practice to get to a position whereby the CBCs 2 GP Medical Directors come into partnership with AD in order to stabilise the partnership and allow the lease to continue.

JM explained the background of how this would work going forward. She discussed how and why Janet resigned, and that she had been offered a contract which she declined, this had come as a blow. JM went on to explain the measures which were being put in place to ensure that the Practice continued to improve the appointment system. There had been a few changes made and they seem to have had some immediate improvement, KM asked about additional resources and JM explained the background of what was happening and how this was improving the services we offer. AD advised that the Practice was at a critical point and explained the rationale behind why the Practice went down the route they did. JM advised the group that the CBC is a not for profit organisation.

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MSh explained how the CBC had helped with cover for Care Homes, Pharmacy support as well as help in covering Dr Jacobs' sessions. AD advised he is comfortable with the direction of travel that we have taken and is very optimistic that this is the right move going forward. JC asked if the situation was reversible if in the future things improved, AD said he felt that this was the way forward for a lot of Practices given the Political situation. MSh advised there have been some very difficult times but we now are now beginning to feel a positive impact and things are beginning to improve.

JM continued by saying the CBC are here to support the Practice and to help make improvements which are to the benefit of the patients.

With the improvements in place hopefully when the CQC revisit we will receive a much improved report as the items which needed improvement have been addressed and will continue to be addressed.

JM advised they have worked with 2 other Practices in Gateshead, the first took 18 months to for things to stabilise, with the second Practice they are now 12 months in and they have vastly improved.

### **CQC Visit**

MSh advised that the visit which had been scheduled for January had been cancelled by the CQC due to ill health. They are aware of our position and the significant changes and they have agreed to re-visit at a later date.

### **Any other business:**

KM thinks that in light of what is going on the PPG should refocus so that there is a shared understanding. AD asked if this is something they need to do themselves, KM said that as a group they need to have an awareness of what the expectations are from the Practice moving forward as well as what the PPG expectations are, finding a common ground is required.

The Newsletter is currently being put together to update patients of the changes, PPG members were asked to contact JW if they had any input.

### **Items carried over to next meeting:**

#### **Action Plan**

It was agreed that the Action Plan would be addressed at an additional meeting which has been scheduled for 6pm on 2 March 2017. JM has the new results and suggests updating the Action Plan with these figures; KM has asked that if a copy of these figures can be emailed to the PPG members prior the meeting on 2 March.

### **Next meetings:**

**6<sup>th</sup> April 2017**  
**1<sup>st</sup> June 2017**  
**3<sup>rd</sup> August 2017**  
**5<sup>th</sup> October 2017**  
**7<sup>th</sup> December 2017**

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**Next chairperson**

**John Widdrington**