

Patient Participation Group (PPG)

1 st December 2016		5.30pm to 7pm	Crawcrook Surgery
Chairperson	Melanie Shotton		
Timekeeper	Melanie Shotton		
Minute taker	Jean Ward		
Attendees	John Widdrington (JWi); Valerie Widdrington (VW); Jacqueline Apperley (JA); Bill Wooldridge (BW); Dr Anil Doshi (AD); Maureen Kersley (MK)		
Apologies	Kevin Maddison, Christine Squires		
Agenda		Raised by	
<ul style="list-style-type: none"> • Agree Contents of Newsletter • Revisit Action Plan • CQC re-visit Monday 12th December • Minutes of Greenside Meeting • The appointment system • Dates of next year's meetings 			
Matters arising from minutes of last meeting:			
<p>An information pack containing a copy of the Winter Newsletter, Dementia Awareness write up which was submitted by JA following the meeting on 14 November, copies of the last 2 meetings, copy of the minutes from the meeting in Greenside and a copy of the Little Orange Book were given to each member of the forum in attendance.</p> <p>The minutes have been agreed and there were no matters arising.</p>			
Actions	Owner	Deadline	
Newsletter:			
<p>It was agreed that as well as thanking the PPG members for all of their help we will also thank all the patients for bearing with us during difficult times.</p>			
Actions	Owner	Deadline	
Changes to Newsletter	JW	ASAP	
Greenside Meeting:			
<p>MK asked the members who had attended the meeting in Greenside how they had found it? VW, BW and AR had attended and said they thought the meeting had been very constructive and informative; VW advised she thought a microphone would have been useful. VW also stated that she thought the majority of people understood our plight. AD reiterated that the reason for requesting the closure of Greenside is because of personnel and no other reason.</p> <p>MSh advised that the Overviews and Scrutiny Commission Meeting was scheduled to take place on Tuesday 8th December at the Civic Centre in Gateshead, BW asked whether he would be able to attend MSh advised that he could.</p> <p>MSh advised that she had been in discussion with Marta at the Lloyds Pharmacy in Greenside about ways that we can work together going forward. There are still repeat prescriptions etc which need to be taken care of, and we need to make sure that the people of Greenside don't miss out on anything.</p> <p>The transport from Greenside to Crawcrook was discussed and the Practice advised that they are currently in communication with the Bus Companies at present but they were</p>			

Patient Participation Group (PPG)

having problems finding out about the shuttle bus which is operated by Gateshead Central. MK had tried to contact the bus companies but was unsuccessful, BW volunteered to ring Nexus and gather as much information as possible. MSh advised that she had been in touch with local Counsellors regarding the Parking and Transport and talks will continue going forward. JW advised that the staff car park is full most days with Practice staff and Pharmacy staff and the parking bays down the side of the building and at the front are empty but patients are still parking in the pickup and drop off bay and on the double yellow lines! JW also advised that as of 24th November the area will be monitored by Traffic Wardens.

MSh said that she would like to discuss in February a timetable moving forward, making sure things work for everyone. JA suggested that if it was agreed that Greenside closes then the Practice should have an Open Day prior to closure inviting patients to visit the Practice to see how we operate. The PPG would help.

MSh briefly touched on the support structures that were currently being put in place with the CBC.

JA asked re the advertising of Christmas opening hours, JW advised that apart from being in the Newsletter they were on the Website along with the list of Pharmacies that were open. Posters will be put up in the Surgery during the next couple of weeks.

Actions

Owner

Deadline

Action Plan:

MSh advised the importance of revisiting this, and advised that we would be adding to it going forward. The details of the plan which was signed off in January 2016 was discussed and it was agreed that most of the items which were closed off with subjectives had been dealt with. The Telephone system was replaced in March 2016, the Website and the TV had all been updated by JW. JW also explained how the TV advertising worked and which areas could be changed by the Practice and which spaces were for advertisers, the advertising spaces are changed by the Network Company. The check in system has also been changed and moved to a more accessible place.

JA suggested that the Action Plan is put onto the regular agenda, and MSh also suggested adding to the 17/18 Action Plan the Appointment System, Signposting, Pharmacy First, and the YOC. MSh also asked PPG about updating their section of the noticeboard. JA said that at the moment they did not have ownership in the group but they would discuss this within their own meetings.

MSh suggested after the first quarter of the year putting out a survey to the patients, this was put on hold last year pending the signing off of the current Action Plan.

The Practice will continue to push for new PPG members.

Actions

Owner

Deadline

CQC revisit:

The CQC will revisit the Practice on 12th December. MSh will keep members advised of the outcome.

Actions

Owner

Deadline

Patient Participation Group (PPG)

Any other business:

MSh handed out bottles of wine to all of the members present as a thank you from the Practice for all of their support over the last 12 months. The members acknowledged receipt and requested for transparency that this was included in the minutes. MSh agreed to this and advised that the other members would receive theirs when they next attended.

Items carried over to next meeting

Next meetings:

2nd February 2017

6th April 2017

1st June 2017

3rd August 2017

5th October 2017

7th December 2017

The start time was proposed for 5.30pm however JA advised that not everyone can manage to get here by 5.30pm due to work / other commitments so it was agreed to leave the time at 6pm start with members arriving before 6pm due to the Surgery closing, however if a member is late the number to call to get in is 0191 4130172.

JA advised that the PPG group would need to get together to discuss their own items and asked if it would be okay to do this via JW, which was agreed.

JW asked the PPG members present about doing a survey of members again to see if they still want to participate as there are some members who have not attended this year, JA suggests sending an email to ask.

Next chairperson

TBA