

Patient Participation Group (PPG)

19 th May 2016		6pm to 7pm	Crawcrook Surgery
Chairperson	Jon Comb (JC)		
Timekeeper	Melanie Shotton (MSh)		
Minute taker	Jean Ward (JW)		
Attendees	Dr A Doshi (AD); Alan Rising (AR); Valerie Widdrington (VW); John Widdrington (JWi); Malcolm Watson (MW); Christine Squires (CS); Kevin Maddison (KM)		
Apologies	Win Comb (WC); Cynthia Gordon (CG); Jacqueline Apperley (JA); Carole Thirlaway (CA); Bill Wooldridge (BW); Roderic Anderson (RA)		
Agenda	<ul style="list-style-type: none"> Layout of waiting room Possible change to the meeting day Ideas for discussion submitted by JA 	Raised by JA	
Matters arising from minutes of last meeting:			
<p>MSh advised members that there had been no complaints from patients since removing the telephone ordering of prescriptions – appears to be going well.</p> <p>Members asked about the CQC report, MSh advised we had not received the final report. Once received the contents of the report will be discussed with Forum members, and a possible new action plan created to incorporate any actions the report requires.</p>			
Actions	Owner	Deadline	
Disabled parking/emergency vehicle access:			
<p>The disabled bays outside of the Pharmacy have been removed by the Council and it is unclear why. It was agreed that we would ring to inquire why this has been done.</p>			
Actions	Owner	Deadline	
Ring Council to find out why Disabled bays have been removed.	JW	ASAP	
Comments/complaints:			
<p>There were only 3 complaints to report since last forum:</p> <ul style="list-style-type: none"> Charges re non NHS Work Time it takes for an appointment following referral Time it takes to receive a diagnosis <p>AD explained that the reports we did were classed as private work and not covered under the NHS and that these reports were completed by GPs in their own time. Charges were based on the length of time it took the GP to do the report. JW advised that we were currently revamping our posters to make this clearer to patients.</p> <p>JW advised that we had received a complaints from a patient about the length of time they were having to wait to get Hospital appointments after the initial referral from the GP. It was explained that currently, Dermatology, ENT, Neurology and the Mental Health Service to name but a few had very long waiting lists and that once the referral had been sent by the GP, the hospitals triage the referral and decide how quickly a patient needs to be seen, even if GP refers as Urgent the triage Consultant may feel it is routine and send</p>			

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appointment accordingly. Practice Secretaries are happy to chase up appointments but there is little else they can do.

A complaint was received about the time it was taking for a patient to be diagnosed. As patient had been referred for further investigations we were waiting the outcome of these.

Actions

Owner

Deadline

Clearer posters to be displayed in both Crawcrook and Greenside advising of time and possible costs of doing reports

JW

ASAP

Practice News:

Members were informed that we were currently under negotiation to recruit another Nurse Practitioner and GP. We will keep members informed of progress.

Actions

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Agenda Items:

- Layout of waiting Room:** The general layout was discussed and CS advised that the layout is fine now the Jayex board was visible to the whole room whereas previously if you were at the front of the room you could not see it. Members were happy with the layout of the notice boards and the information contained. MSH advised JW could now speak to the people who supply the TV and she would be looking into how we can use this more to our advantage.
- Changing the day of the meeting:** Members present were asked if they had a preferred day, MSh advised Wednesday or Thursday and JW advised the same. KM has advised that we stick to the dates that we have set for this year and that each member gives some thoughts to possible other days, bearing in mind that not all days will be suitable for everyone. To be reviewed.
- Ideas for discussion submitted by Jacqueline Apperley:** JA submitted her thoughts about promotional events. A copy was given to all members present for their views and thoughts. It was agreed that members would set up working groups between themselves and inform the Practice of their intentions. It was discussed that maybe during awareness weeks forum members could set up tables at the back of the waiting room with information for leaflets. JC advised that there were various groups such as Dementia and Transplant who could be approached. MSh advised that JW and herself were happy to help out but that it was down to the Forum members to organise. JW will forward a copy of JAs email to all members who were not present. JC will contact JA re the setting up of the individual working groups. MSh suggested that the Forum have their own meeting with Practice presentation to discuss before the next meeting on 21st July.

Actions

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JW to forward JAs email to members who were not present at meeting	JW	ASAP
Contact TV suppliers re advertising	JW	ASAP
JC to contact JA to arrange meetings	JC	Before 21 st July meeting
Thoughts on changing the day of meeting To begin 2017	All members	
Any other business:		
<p>Proposal for new houses being built in catchment area: MSh advised that she is seeking information from the Council re the proposals to build new houses in Crawcrook and Ryton as she is concerned that this will impact hugely on the current Practice capacity. CCG were scheduled to have a meeting with Management next week to highlight Crawcrook's concerns. CS advised she had attended opposition meetings and current residents were concerned about Schools and GP capacity and would keep us notified of outcome of these meetings. Members asked if the Practice we able to stop accepting new patients, AD explained to members why we were unable to do this. This will be discussed again at the next meeting.</p>		
Items carried over to next meeting		
<ul style="list-style-type: none">• Proposed new build in Crawcrook and Ryton• Update on change of day of meetings• Position re the working groups.		
Next meetings:		
Thursday July 21 st Thursday September 22 nd Thursday November 24 th		
Next chairperson		
John Widdrington		