

Patient Participation Group (PPG)

21 st July 2016		6pm to 7pm	Crawcrook Surgery
Chairperson	John Widdrington (JWi)		
Timekeeper	Melanie Shotton (MSh)		
Minute taker	Jean Ward (JW)		
Attendees	Valerie Widdrington (VW); Kevin Maddison (KM); Jacqueline Apperley (JA); Bill Wooldridge (BW); Dr Anil Doshi (AD); Angela Payne (AP); Maureen Kersley (MK).		
Apologies	Cynthia Gordon (CG); Malcolm Watson (MW); Alan Rising (AR); Win Comb (WC); John Comb (JC).		
Agenda <ul style="list-style-type: none"> • Outcome of CQC visit • Practice Parking 		Raised by	
Matters arising from minutes of last meeting:			
<p>JW asked members to look at the proposed Newsletter which she had printed, the date needs to be changed, she asked for ideas from forum members. KM asked about CQC report and MSh advised it had been in but we had taken it out, this would be discussed later. MSh would like the forum member to help us going forward with patient relationship and communication.</p> <p>JW apologised for not supplying copies of the last minutes for members to read.</p> <p>JA's schedule of ideas from the last meeting had not been received by JW, JA will re-send for JW to forward on to members. Items will be discussed between forum members and events organised.</p> <p>Layout of the waiting room is sorted.</p> <p>Changing the date of the meetings for next year will be discussed at the meeting scheduled for September.</p> <p>Carried over items were: Ongoing New Houses and Position re working groups. This will be updated at the next meeting scheduled for 21st September.</p> <p>Complaints/Compliments/suggestions, JW advised that the majority of complaints are because of lack of appointments but AD is working along with MK to try to rectify this. We are also still actively trying to recruit staff, currently GPs are working long days to keep on top of workload.</p>			
Actions	Owner	Deadline	
Outcome of CQC visit			
<p>Forum members have read the report in full and this was discussed at length. The general feeling is disappointment at the ratings.</p> <p>Access seems to be the main problem which has pulled us down on the report. MS advised that we are trying to get Locums in to cover holidays and shortfalls where identified. MK discussed that the Practice are working to make as many appointments available as possible. She explained the Primary Care 5 year forward review.</p>			

Patient Participation Group (PPG)

JWi asked about the CBC Hub and AD explained in great detail how this works / operates and what they can and can't deal with. He explained how the funding worked for the Hub and Walk in Centres in general.

MSh asked that Forum members help us in signposting patients away from GPs wherever possible, we have posters in the waiting area and receptionists are trying where possible to divert. There is the Think Pharmacy First campaign where patients can have a free consultation with a Pharmacist for minor illnesses and if they get free prescriptions then they will still receive these.

Lloyds Pharmacy are yet to join the Pharmacy First programme but have estimated that by 1st August they should be in a position to offer consultations.

AD asked Forum members to help us get the message across to patients that the Practice is doing its best that it can with the limitation of our resources. The messages that are out there at the moment are quite nasty and damaging the practice morale and reputation.

Contents within the Newsletter discussed, JW advised Forum member opinions would be appreciated. It was felt that CQC needed to be mentioned and Forum members were happy to put together a paragraph to go into the Newsletter. JW and Forum members all felt that the report did not give a true picture of the Practice.

An action plan was in hand, MSh advised that all of the items that needed addressing have been addressed and that we were applying for reclassification and hopefully this would happen around September. MK asked whether Forum members would be happy to do an independent report to send to the CQC. JW said he would be happy to do this. AD advised that due to the report we are classed as requiring improvement. . MSh and AD advised that the feedback on the day did not represent the outcome of the report.

MSh explained all of the problems there had been with receiving the CQC report, and that it was sent to the wrong Practice Manager and put out to the General Public before it was seen by the Practice.

MK explained about the appraisals and advised that these were all in hand and would be done by the end of the month. MK also explained that the defibrillator and oxygen were now in place at Greenside and the reason for the delay in putting these into place; she advised that a full risk assessment has been done.

MSh explained that there was no excuse for the oxygen not being there.

There are discussions happening at the moment regarding allowing the use of the defibrillator within the Community of Greenside and not just when GP Surgery open. This is ongoing and the outcome will be reported.

JWi raised the issue of the curtains, MK advised the reason this had happened and that we have a Protocol which had been adhered to, all curtains changed on time and that it was a comment that had highlighted this.

The Action Plan for replying to CQC was discussed and MSh advised that this had been submitted as it had to be done by 21st July.

AD advised that if we had had our CQC report 18 months ago then we would have probably been within the bottom 2 scores instead of in the middle where we are now.

JA requested that the Forum group spends time discussing ways to help, gathering a

Patient Participation Group (PPG)

collective view and this should be as soon as possible. MSh said she was happy to make the meeting room available to them with prior arrangement.

Actions	Owner	Deadline
PPG to put together paragraph for the Newsletter.	PPG	ASAP
This action has kindly been completed By KM.		
PPG to put together a reply to the CQC On behalf of the forum group, a meeting To be arranged between members.	PPG	ASAP

Practice Parking

MSh advised that we had received a notification from the Council regarding the yellow lines outside of the Practice and the changes that they were implementing. MSh rang the Council and advised that this was the first information we had received, and therefore had not had a chance to give feedback. The ambulance bay which was put in place by the Landlord has been removed, and will be replaced with white lines allowing pick up and drop off only with maximum 10 minute waiting times. Traffic Wardens will not Police and MSh advised people will just ignore and park there. Because of patient complaints about the lack of parking the Council have advised that they are putting single lines in the bays on the side of the Surgery which will be parking for 1 hour with no return within an hour. MSh advised that this has a huge impact on Practice staff as they will be limited to where they can park. BW asked about the Car Park at the back of the surgery and MSh advised that the Landlords are in discussion with the Council re the parking. JA asked if staff parking had been resolved and MSh advised that the back car park and the parking area behind the surgery where the GPs currently park would be used for staff parking and that the Landlord would be signposting this. The Pharmacy also has the same problem and would be using the same parking bays as Practice staff. Discussions are ongoing. JA suggested talking to the local Councillor about it, but MSh advised that the deadline had gone, but JA advised that she felt it was still worth putting in our objections.

Actions	Owner	Deadline

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Comments/complaints:

Ongoing access problems which is being addressed.

Any other business:

Items carried over to next meeting

Patient Participation Group (PPG)

Ongoing New House
Position re Working Groups
Practice Parking

Next meetings

22nd September 2016
24th November 2016

Next chairperson

Kevin Maddison