

## Patient Participation Group (PPG)

2015	6pm to 7pm	Crawcrook Surgery
<b>Chairperson</b>	Carol Thirlaway (CA)	
<b>Timekeeper</b>	Melanie Shotton (MSh)	
<b>Minute taker</b>	Jean Ward (JW)	
<b>Attendees</b>	Dr A Doshi (AD); Jon Comb (JC); Win Comb (WC); Jacqueline Apperley (JA); Bill Wooldridge (BW); Alan Rising (AR); Valerie Widdrington (VW); John Widdrington (JWi); Cynthia Gordon (CG); Malcolm Watson (MW)	
<b>Apologies</b>	Kevin Maddison (KA)	
Agenda	<ul style="list-style-type: none"> <li>• CQC Update</li> <li>• Task and Finish sign off</li> <li>• Waiting Room / Disabled Access</li> <li>• Update on Recruitment Program</li> <li>• Any other business</li> </ul>	Raised by
<b>Minutes of previous meeting dated 3<sup>rd</sup> December were read and agreed by all.</b>		
<b>Actions</b>	<b>Owner</b>	<b>Deadline</b>
<b>Matters arising from minutes of last meeting:</b>		
<p>MSh advised that the removal of the facility to order prescriptions by telephone was changed from 1<sup>st</sup> January and will cease from 1<sup>st</sup> April. WC advised that she felt that this was not a good move, AD explained the reasons why and that it was a recommendation by the MPS that this is removed for safe practice.</p> <p>JA asked for update on TV, JW and MSh advised that this is still in hand but was put on hold due to CQC inspection.</p> <p>Nothing else arising from the minutes of the last meetings.</p>		
<b>Actions</b>	<b>Owner</b>	<b>Deadline</b>
<b>Complaints / Compliments / Suggestions since last meeting:</b>		
<p>We had received 2 or 3 complaints but these were about appointments and running late. There have been 2 compliments received by the Practice. There were no suggestions raised</p>		
<b>Actions</b>	<b>Owner</b>	<b>Deadline</b>
<b>Practice News:</b>		
<p>CQC visit went according to plan. On the agenda to be discussed further. Recruitment is also on the agenda for discussion.</p>		
<b>Actions</b>	<b>Owner</b>	<b>Deadline</b>
<b>Action Plan:</b>		
<p>The task and Finish group met on 7<sup>th</sup> January, the group were CA, KM, JW and Maureen Kersley. The Action Plan was signed off.</p>		
<b>Actions</b>	<b>Owner</b>	<b>Deadline</b>
<b>Items submitted for the Agenda:</b>		
<p>AD advised that the CQC visit went very well, the whole team worked together from the cleaner upwards. MSh advised we had submitted all the paperwork they had asked for as well as the presentation which had been put together for their visit. They commented on our honesty, patient appointment availability was discussed with them and they</p>		

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advised that this is a national problem and not just our Practice. CQC contacted extended staff and the feedback from them was very positive.

Greenside was also discussed, the CQC were quite happy with the premises. AD advised that the feedback at the end of the inspection was very positive. The report should be with us within 6 weeks of their visit.

The Task and Finish report was signed off on 7<sup>th</sup> January and all members of the forum were happy with the outcome.

Waiting Room accessibility for disabled patients was discussed, MSh advised that maybe we should have the next meeting in the waiting room so that it can be discussed in full. All in agreement with this.

MSh and AD discussed the recruitment situation advising that it is very hard at the moment due to the recruitment problem countrywide. AD advised that the Northern Deanery had only 50% of its places filled, and that it takes 10 years to train a GP. AD advised joint recruitment with another company is currently being discussed to overcome the problem and that we had employed the use of Pharmacy Technicians and a Practice Pharmacist to alleviate some of the workload from the GPs with regards to prescribing/medicine management. All solutions are constantly reviewed.

### Actions

### Owner

### Deadline

#### **Any other business:**

BW brought up the situation of the telephones and advised that he had telephoned the Practice and after about a minute got cut off, WC said she had called at 5.55 to advise they were going to be late and she also got cut off. JW advised that we would look into this.

JA suggested that the PPG are more proactive within the Practice – she suggested arranging patient information events. JC suggested arranging something around Transplant Week which is in September, MSh advised we could possibly co-ordinate this with the flu vaccination program. Blood Transfusion, Healthy Eating, Exercise and the Wellness Hub, Dementia Friends, Befriending Service, Carers and Alzheimer's were all discussed as possible subjects. Dates and times are to be arranged but it was suggested to maybe use the time ins which are currently 7<sup>th</sup> June and 5<sup>th</sup> October to hold these events as staff members will need to be available. AD suggested that the waiting room and consulting rooms 1 and 2 could be used for security.

JA advised that Dementia Friends awareness do a training program and suggested that maybe a PPG and staff member could attend??

VW suggested that we advertised the events on the Greenside/Crawcrook/Clara Vale events page of Facebook.

JWi is chairman of the Scout Group and suggested maybe advertising through them?

JA will put a skeleton program together and send this to JW who will then pass this to the other PPG members for their input and a progress report will be had at the next meeting on 19<sup>th</sup> May.

CG asked about the 10 minute appointments, she advised that waiting times were sometimes 40 mins to an hour!! She asked if patients could be advised when clinical staff were running late, JW advised that the Jayex board should be being updated with this

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information but would check to see that staff were still doing this. CG also asked re prescriptions stating that the waiting time is too long, MSh advised she would look into this and AD explained the procedures of issuing repeat prescriptions and why/how some take longer than others.

CG also advised that the log in machine is not giving out the correct information of who the patients are seeing. MSh said she would look into this

New members VW and JWi were introduced as this had not happened at the beginning of the meeting.

There being no other business the meeting closed.

### **Actions**

### **Owner**

### **Deadline**

Email to be sent to PPG members via JW	JA	Before 19.5.15
Staff updating Jayex board	JW	ASAP
Log in machine – incorrect information	MSh	ASAP

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

No items carried over.

### **Next meetings**

19<sup>th</sup> May 2016

21<sup>st</sup> July 2016

22<sup>nd</sup> September 2016

24<sup>th</sup> November 2016

### **Next chairperson**

**Jon Comb**