

Patient Participation Group (PPG)

29 September 2016		5pm to 6.30pm	Crawcrook Surgery
Chairperson	Kevin Maddison (KM)		
Timekeeper	Melanie Shotton (MSh)		
Minute taker	Jean Ward (JW)		
Attendees	Maureen Kersley (MK); Alan Rising (AR); Jon Comb (JC); Win Comb (WC); Valerie Widdrington (VW); John Widdrington (JWi); Jacqueline Apperley (JA)		
Apologies	Bill Wooldridge; Christine Squires; Malcolm Watson; Carole Thirlaway; Olwen Halliday (New Member); Dr Anil Doshi.		
Agenda			Raised by
<ul style="list-style-type: none"> Nothing submitted 			
<p>PPG members were advised that due to relocation out of the area Carole Thirlaway would no longer be attending the meetings. The Practice have thanked her for all of her support over the last few years.</p>			
<p>Minutes agreed and signed off.</p>			
<p>Matters arising from minutes of last meeting:</p> <p>PPG were to put together a paragraph for the Newsletter – this was kindly supplied by KM – MSh thanked members for their support. JW advised that Newsletter had gone out in the Patient Information Pack that was handed out to patients on Flu day. The pack contained various information and questionnaires and had worked quite well. MSh advised that flu day had been a success and gone quite seamlessly. KM asked that PPG are given more notice for next year's flu day so they can be more prepared and offer support. MSh advised why this was done so early.</p> <p>Car Parks have now been marked and parking signs up – this issue is still ongoing with Landlords and Council. MSh updated members as to what the situation was at present.</p> <p>PPG to put together a reply to the CQC visit on behalf of the forum group, a meeting to be arranged between members. KM advised that this had not been done, JWi advised that the meetings PPG had held concentrated on Dementia Friendly session and that PPG members thought it was best to hold off with this until after the Practice had submitted their new evidence. JWi advised PPG members are waiting to see if they still need to do this following the Practice's re-submission. KM asked that next time he would like PPG members to be brought in earlier. MSh advised that she would soon be calling an extraordinary meeting. Information would be emailed to PPG members prior to the meeting.</p>			
Actions		Owner	Deadline
Extraordinary meeting to be called		MSh	13/10/16
<p>Complaints / compliments / suggestions since last forum:</p> <p>A complaint has been received about repeat prescribing, because the patient travels regularly with work and wants prescriptions to be able to take into any Pharmacy – this was all sorted on the same day.</p> <p>A complaint had also been received because a GP had admitted a patient and not</p>			

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notified the spouse, because surgery was running late GP omitted to do this – a letter of apology has been sent.

A complaint had also been received about the care a patient had received from a GP and Nurse Practitioner.

Actions

Owner

Deadline

Practice News:

The Practice have a new GPR Dr Stewart Elliott. We have also recruited a Nurse to work on a Thursday and Friday. We have also advertised for a new HCA as due to relocation of Michelle Stone.

KM asked re response from the advert for a GP, MSh advised we had not had any response, however we are working to explore other solutions and in light of this we will convene another meeting with you. MSh and MK advised the current national climate in relation to recruitment is not helping.

Actions

Owner

Deadline

Action Plan:

KM felt that there were still issues on the action plan that needed addressing. He would like it to be resurrected and re-visited. MSh said that we would look at this again and send it out to people.

Actions

Owner

Deadline

Print off and look at action plan

JW

ASAP

Items carried over from last meeting:

- Ongoing New Houses
- Position re Working Groups
- Practice Parking

Ongoing New Houses: No further news on the building of the new houses. Objections had been submitted to Council but outcome unknown. There are 2 construction companies involved and there would appear to be discrepancies between them which has caused a delay.

Position re Working Groups: Group met, JA has spoken to Dementia Friends and they have asked re dates in November to attend, JA confirmed only open to PPG members and staff at the moment. KM advised that further discussion was required for timetable next year. JA to formulate a timetable for topics for next year.

Practice Parking: As discussed previously – this is still ongoing.

Actions

Owner

Deadline

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<p>Any other business:</p> <p>Outcome of PPG sub meetings:</p> <p>KM asked members to consider changing the day/dates of the meetings for next year; historically they have always been Thursdays. JW advised that it would appear dates at the end of the month are the problem to BW so maybe changing the meetings to the first Thursday instead of last Thursday of the month would be agreeable, to be agreed at the next meeting.</p> <p>A discussion was held regarding the negative comments that are being put onto NHS Choices and Facebook. Patients are using social media to pull down the Practice and posting comments on NHS Choices anonymously without giving us the chance to respond.</p> <p>MSh discussed the help that the PPG had given the Practice over the years and also how going forward she hoped they would be able to continue with the good work.</p> <p>A discussion was also held about the problems in recruiting GPs Nationwide and how many GPs are now working as locums.</p>		
Items carried over to next meeting		
Discuss changing the meeting date.		
Next meetings		
Sub meeting – date to be arranged 24 th November 2016		
Next chairperson		
Jon Comb		