

Widdrington Surgery

MINUTES FOR:- Patient Participation Group (PPG)

MEETING DATE: 12th May 2015 10:30am



CHAIR: GL

THOSE PRESENT: CMc AB Ed JD SC BW

SECRETARY:JP

APOLOGIES:YCL LM JJ

Current Agenda:

1. Welcome: Mrs Claire McManus our new Practice Manager was introduced to the group.
2. Apologies: noted
3. Previous Minutes: agreed
4. Matters arising: JP advised that from Previous Minutes, Recruiting New Members had been addressed – JCSC Amble – 6th Form Students are interested but after their exams. BW mentioned he had asked a local young mother who was yet to make a decision; and a local lady was interested in joining in June.
5. CQC Update: *Deferred to the June meeting*
6. CCG Testing Panel – Cynthia Aitkin has made enquiries whether any PPG members would be interested in joining the Testing Panel. After much debate it was noted that group members cannot commit at this present time due to other engagements but would be happy to contribute if they had sight of minutes.
ACTION: JP to convey this information to Cynthia Aitkin
7. Infection Control Policy: *Deferred to the June Meeting*
8. Practice Future: CMc discussed how the CQC had noted Widdrington had no clear business plan for the future. CMc hopes to work together with the GP partners to develop strategic plans for future services and consider ideas from the PPG group. CMc noted how this ties in nicely with item 11 and PPG Key Areas for Enhancement. GL expressed how uncertainty and new government policies will change the pathways for Primary Care. CMc reiterated this, as NHS England continue to change the rules for Primary Care; she welcomes the PPG support and their ideas.
9. GP Changes: CMc advised the group of staffing changes – Dr Bromly and Dr Ainsley are moving to new posts in June. Dr Corlett is leaving us in July. CMc confirmed she is working hard to recruit new Locums/GPs and perhaps a Nurse Practitioner. Dr Waite and Dr Lees will be increasing their sessions; Dr Roberts will be increasing to full-time GP as from the end of June.
10. Roles & Responsibilities: A document shared among the team showed the roles performed by all our staff.
11. Key Areas for enhanced services
 - I. Recruitment for New Members as discussed above – students are welcomed after their exams
 - II. How Best to Inform Patients of Changes. Engaging with patients on an open access basis was deemed to be inappropriate for Widdrington. PPG group felt that targeted groups on an adhoc basis would be more beneficial and helpful. PPG did ask which GP would be able to deliver these services; and who would manage the refreshments. As this generated much discussion, this item has

Widdrington Surgery

been parked for another day – perhaps when clinical staff have more availability to cover.

III. Forward Planning: GL mentioned that he and LM had not managed to discuss the Parish Plan. ACTION: SC to obtain a copy of this plan and bring to the next meeting.

12. Terms of Reference: PPg group has read and agree with these new ToR.

13. Surgery Notices:

I. Chaperoning: PPG group agreed this is sufficient advertising for the needs of the patients

II. Room Availability: PPG group agreed this is sufficient advertising for the needs of the patients.

However, it was agreed that we should move these posters around periodically which keeps the patients' interest whilst in the Waiting Area.

14. Family & Friends: The surgery has received 5 cards this month of which 3 would recommend the surgery and 2 who said they would not recommend Widdrington.

15. Suggestion Box: Only 1 suggestion received, this was for a Water Cooler in the Waiting Area. PPG group asked whether this is something asked for on a regular basis. JP to investigate further with reception.

AOB: Nil

One for your calendar – Next Meeting Tuesday 9th June 2015 at 10:30am

Widdrington Patient Participation Group Meeting



Widdrington Surgery

Tuesday 12th May 10:30

AGENDA:

Current Agenda:

1. Welcome
2. Apologies
3. Previous Minutes agreed (attached)
4. Matters Arising
5. CQC update YCL
6. CCG Testing Panel – Cynthia Aitkin recruiting members from PPG
7. Infection Control Policy – for discussion and website publication YCL
8. Practice Future - Strategic Plans CMC
9. GP Changes CMC
10. Roles & Responsibilities YCL
11. Key Areas for Enhanced Service compliance (Forum Discussion):
 - I. Recruiting new members – methods and actions
 - Meeting mums at The Community Centre was proving difficult due to the mother/toddler group being held on Tuesdays
 - High School students interested after their exams.
 - II. How to best inform patients of changes or introductions of services
Engage with the patients – ideas from our Clinical GP meetings were:-
 - Have 6 monthly “open” days/Coffee Mornings inside Pt waiting area – Cake Stall perhaps?
 - Monies generated could be sent to “good causes” ?
 - III. Forward Planning
 - Parish Register to obtain 10yr Parish Plan – LM to discuss with G Laidler (Chairman)
12. Terms of Reference YCL
13. Surgery Notices YCL
 - I. Chaperoning – pt advice in the surgery and on Website
 - II. Room Availability if required – for Pt confidentiality when speaking to a Receptionist as per advice on our Website
14. Friends & Family Test PS

Widdrington Surgery

15. Suggestion Box – Water Cooler

Widdrington Patient Participation Group Meeting
Tuesday 12th May 10:30

AGENDA:

Current Agenda:

16. Welcome

17. Apologies

18. Previous Minutes agreed (attached)

19. Matters Arising

20. CQC update YCL

21. CCG Testing Panel – Cynthia Aitkin recruiting members from PPG

22. Infection Control Policy – for discussion and website publication YCL

23. Practice Future - Strategic Plans CMC

24. GP Changes CMC

25. Roles Responsibilities YCL

26. Key Areas for Enhanced Service compliance (Forum Discussion):

IV. Recruiting new members – methods and actions

Meeting mums at The Community Centre was proving difficult due to the mother/toddler group being held on Tuesdays

V. How to best inform patients of changes or introductions of services

Engage with the patients – ideas from our Clinical GP meetings were:-

Have 6 monthly “open” days/Coffee Mornings inside Pt waiting area – Cake Stall perhaps?

Monies generated could be sent to “good causes” ?

VI. Forward Planning

Parish Register to obtain 10yr Parish Plan – LM to discuss with G Laidler (Chairman)

27. Terms of Reference YCL

28. Surgery Notices YCL

III. Chaperoning – pt advice in the surgery and on Website

IV. Room Availability if required – for Pt confidentiality when speaking to a Receptionist as per advice on our Website

29. Friends & Family Test PS

30. Suggestion Box – Water Cooler

Widdrington Surgery

31. AOB: