

Widdrington Surgery

MINUTES FOR:- Patient Participation Group (PPG)

MEETING DATE: 14th April 2015 10:30am



CHAIR: G Laidler PRESENT: E Dodds B Waller J Devlin L Morton P Stanley Dr Lees
SECRETARY:JP
APOLOGIES: J Juszyk A Baker

Previous Minutes: Agreed

Matters arising: Recruiting new PPG members are under discussion and will return to the agenda for next meeting as Part 1 of Key Areas for Improvement. This is in compliance with Local Enhanced Services. The group discussed various methods to recruit and agreed to join the Mother and Baby group at Widdrington **Action: BGT(Health Visitor) to make contact with JD and LM with a view to best times to meet mothers.** BW suggested another approach could be to contact 6th Formers at JCS Amble to invite students with an interest in social care (boy & girl preferably), to join us for some meetings for their views and input.

Action: JP to contact school secretary

Another two areas are required and need to be identified to comply with Enhanced Services.

Current Agenda:

1. CQC update: YCL explained the Widdrington Action Plan is available to view via the website: www.widdringtonsurgery.nhs.uk
Infection Control - all changes are in place and the policy will go live in a few days.
Checking Policy – is now live. YCL explained how all staff are responsible to implement the checking policies as part of the Building Maintenance Policy. LM highlighted how the alcohol rub dispenser was empty on arrival. This is part of the checking policy which may have to be reviewed as this highlights a need for a more regular check – and it shows that patients are using the dispenser and observing the need for infection control. **Action: HD to increase this dispenser to twice weekly check**
Complaints Policy: YCL discussed the complaints policy which is live. Complaints received in-formally at Front Desk are recorded in the same way a formal complaint is handled, it is discussed at the next staff meeting and we explore ways to improve the service under scrutiny, this is a method to identify any trends.
Health & Safety: PS advised the group of the Health & Safety audit. This audit will identify areas which need signage and further development. Eventually this will become a very robust Health & Safety policy.
Of note GS mentioned that patients out on the street speak about the CQC report and how the report does not appear to reflect their experiences – this was encouraging news.
2. Support Planners: YCL discussed the new self-referral service offered by Social Service for patients who need help with any social issues. A support Planner will help patients find suitable contacts or groups who they can engage with for social and recreational activities. It is not means tested and patients can self-refer.
The telephone number is 01670 536400 LM mentioned that sharing this information was key to pts knowing about this service. (see AOB below). YCL has now discussed this with Debra Dodds who explained that a Support Planner would be happy to come

Widdrington Surgery

and talk to a group. Any suggestions from PPG for suitable venues where this may be suitable for our community to YCL please.

3. Specimen Handling: Front Desk handles all specimens over the counter and strives to be mindful of Infection Control and safety when dealing with urine/stool/sputum samples. The new policy – Specimen Handling is now implemented for safety at Front Desk. GS said he is “looking forward to testing this policy out!”
4. Friends & Family Test: PS said three cards had been completed and the responses are encouraging. The cards are collected monthly and sent to NHS England for analysis. There are no fixed limits on how many cards are completed but PS said given the list size of the surgery the responses were “overwhelmingly positive”.
5. Suggestion Box: Nil to discuss

AOB: Key Areas for Improvement – Enhanced Services

As above in Matters Arising – the 1st Key Area will be recruiting a more diverse PPG Group

The 2nd Key Area chosen is How to Best Inform Patients of Changes and Share Information. The PPG group will share ideas and review with the group at the next meeting in May.

The 3rd Key Area chosen is Forward Planning. Action: GL to source a Parish Plan which will show the long term plans by way of population and housing in the area over the next ten years; bring this plan to the meeting to include any future Parish strategies in the Widdrington Surgery Business Plan. PS to contact the Health & Wellbeing team to establish links with PPG.

These Key Areas will be added to future agendas for discussion on progression and any action requirements. **Action: JP to add these as Standard Items**

There being no further business the meeting closed at 11:20am

One for your calendar – Next Meeting Tuesday 12th May 2015 at 10:30am

Widdrington Surgery

Widdrington Patient Participation Group Meeting **Tuesday 14th April 10:30**

AGENDA:

Previous Minutes (attached):

Matters arising:

A Baker asked if the group could seek to recruit further younger members. This is to be brought back to the next PPG on 14th April to discuss recruitment methods.

Current Agenda:

1. CQC update YCL
2. Support Planners – Service offered to >18yrs. Not suitable for depressed, drug or alcohol clients. Not means tested: A new service for discussion YCL
3. Specimen Handling (as per Inf Cntrl Policy – training delivered by MPS) YCL
4. Friends & Family Test PS
5. Suggestion Box PS

AOB: 3No Key Areas to be considered – Enhanced Services Agreement