

# Widdrington Surgery

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## Patient Participation Group (PPG)

MEETING DATE: 22<sup>nd</sup> September 2015 – 10:30am

**Chair:** G Laidler

**Those Present:** CMc, Eric Dodds (ED), Barry Waller (BW), Joan Devlin (JD), Lynn Morton (LM), Susan Cook (SC)

**Apologies:** Arnold Baker (AB), Jacek Jusziack (JJ), Alice Horsman (AH)

**Secretary:** JP, HW



1. Welcome and Introductions: GL opened the meeting to introduce Helen Williams to the team.
2. Apologies: Given
3. Previous minutes: Agreed
4. Matters Arising:  
From point 6
  - *JP to investigate how to advertise in the ISOS Space & Place magazine.* Unfortunately ISOS produce this magazine to promote their activities within the area – anything they are involved in or, have funded or contributed towards; this is not the platform for independent advertising. **Completed**
  - *Repeat Script Inbox:* MD is still investigating the type of box to replace the “biscuit tin”. **Action MD** to keep us informed for December meeting
  - *GL attended the north Northumberland PPG;* meeting held in Alnwick, one particular agenda item: 7 Day Working. This was rather ambiguous, as it could be construed to mean your GP would see you any day of the week – including Saturdays and Sundays. However, on further discussion it appeared that patients will be seen by a professional but it would be ran by a HUB of clinicians – including GPs, physios, pharmacists etc., operating by rotation depending on how many clinicians can be signed up to this contract. This is still under development as there needs to be a seamless transition; GL will report feedback to our future meeting.
5. **CQC update:** CMc discussed the comments from the CQC inspectors and how impressed they were on the day. It was the best outcome the staff could have hoped for – awarded, GOOD. Two inspectors were revisiting and could see for themselves the improvements. JD asked why the surgery was not awarded Excellent or Outstanding. CMc explained that Practices need to demonstrate excellent achievement over a period of time. We will aim to achieve this rating on the next CQC inspection as we have reached a very competent level at present. CMc advised the CQC inspector gave praise to the PPG for their involvement and mentioned we could use their on-the-day comments but the report generated could not be personalized. GL mentioned that continuing with the good work was important and congratulated all those who have been instrumental in bringing these changes. Back office work often goes unseen and now there is a baseline to work from perhaps we can aim towards Outstanding on the next CQC inspection.

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6. **Staff update:** CMc advised the group of current Locums we have in place at Widdrington. In October a new Salaried GP – Dr Andrew Richardson will be joining the GP team, covering 6 sessions per week. Dr Khan and Ramakrishnan will also continue through October.

CMc informed the group that Joan Givens – District Nurse – has now retired after 30+ years of service to the community; however she is now undertaking further training to become a Practice Nurse at Felton Surgery.

There is a new member of staff at Widdrington – Helen Williams, who joins the Practice Secretary with additional administration support.

One leaver from Reception – Helen Dryden – who has moved on to new ventures; sourcing replacement staff is currently in-hand.

7. **PPG Staff Thanks:** ED raised an idea to send staff at Widdrington a letter of thanks to GPs, clinical and administration staff to congratulate them all for their endeavors in making significant changes in working practices and succeed. ED supplied the secretary with a signed copy of this document for distribution. All members agreed this was appropriate to show thanks to all concerned.

8. **Friends & Family test:** CMc agreed in the July minutes that Friends and Family feedback will be discussed at the Practice Healthcare Team Meeting before being presented to the PPG. CMc discussed the summarized results as follows:-

**August**

8 pts note they would be “Extremely Likely” to recommend Widdrington Surgery  
1pt noted they would do “Neither”

Comments and praise from pts were very welcome and read out to the group.

**July**

5pts note they would be “Extremely Likely” to recommend Widdrington Surgery  
1pt said they would “Likely” recommend our services

Comments and praise were gratefully received.

9. **Key Areas for Enhanced Services:**

- *Recruitment:* After much discussion the group decided to that using the Parish magazine could be a good source of advertising. JD to drop off the current issue. **Action JP** to seek further info from this publication.
- *How best to inform patients of changes:* LM suggested using the surgery website, posters within the surgery and notice boards. GL suggested rotating the posters on a regular basis keeps the patients’ interested. Life Channel (TV in reception) was mentioned but CMc advised this service is not governed by Widdrington, it is an outside service, so would not be useful for this purpose. However CMc advised that she did plan to review the Life Channel and look for a more suitable alternative. Hollie is the lead in advertising and posters and regularly reviews the notice boards so old news is removed.
- *Forward planning:* GL mentioned he would be attending the north Northumberland locality PPG group for further meetings and bring back his findings for future discussion at Widdrington.

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AOB:

CMc Carers Northumberland – Mark Robertson from Carers Northumberland has agreed to visit the surgery and meet with staff, PPG group and patients to discuss services offered and how this could benefit the patients of Widdrington Surgery. CMc to invite Mark to meet with the PPG at a future meeting. **Action** CMc

**Meeting closed at 11:20am**

**Date of next meeting 1st December 2015**

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## **Agenda:- Patient Participation Group (PPG)**

**MEETING DATE: 22<sup>nd</sup> September 2015 – 10:30am**

### Current Agenda:

1. Welcome and Introduction
2. Apologies
3. Previous Minutes
4. Matters arising
5. CQC Update CMc
6. Staff update CMc
7. PPG Staff Thanks ED
8. Friends & Family Test CMc
9. Key Areas for enhanced services *open discussion for group members*
  - I. Recruitment for New Members
  - II. How Best to Inform Patients of Changes
  - III. Forward Planning

### AOB: