

Widdrington Surgery

MINUTES FOR:- Patient Participation Group (PPG)

MEETING DATE: 24th February 2015 10:30am



CHAIR: George Laidler

PRESENT: Dr Lees P Stanley E Dodds J Juszyk B Waller A Baker
L Morton S Cook J Devlin

SECRETARY:JP

APOLOGIES: N/A

Previous Minutes: Agreed

Matters arising: AB asked if the group could seek to recruit further younger members. This is to be brought back to the next PPG on 10th March to discuss recruitment methods.

Current Agenda:

1. Practice Vision. YCL/GL discussed the CQC report. The report indicated that improvements were required in the administrative and back office functions of the Surgery. YCL reminded the group that the report also praised the clinical care and treatment that patients received. YCL also discussed the outcome of a recent staff meeting that created the Practice Vision Statement. YCL shared the vision with members and asked for feedback.

ACTION – Group to provide feedback on Practice Vision

Practice Vision: ***“To work together seamlessly to provide excellent care to meet individual patient needs, and strive to deliver a high quality service.”***

YCL discussed the strengths of the Practice as identified in the CQC report, and asked for input from the Group as to how these strengths could be further developed. YCL expressed how:

- Heartwarming and kind comments received from the patients were gratefully received.
- Complaints and compliments are to be recorded by reception and dispensers and fed back to the PM.
- Concerns the general consensus is that patients are “leaving the surgery in droves”. PS reassured the group this is not true. In fact the numbers have been steady over the last year or so.

The group discussed the concept of patients having a ‘named GP’ and the changing nature of General Practice. JJ passionately supported the services Widdrington Surgery provided for its patients and praised the superb service offered by Widdrington Surgery. He felt that villagers’ perception hasn’t changed over the years but that primary healthcare which is delivered is very complex and responsibilities are huge; this is something patients are unaware of. This was agreed by all. It was agreed this discussion was informative and the group feel empowered to deliver a positive response to questions they may be asked by other patients in the community.

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AB asked for a particular comment to be minuted: “we are more than happy with the measures the GPs are implementing to address issues relating to patient care to deal with those issues highlighted by CQC.” **Action: to publish future PPG minutes both on the website and display in our reception area.**

2. Referral Pathways: YCL explained the importance of discussing patient referrals at clinical meetings with the GP Team at Widdrington Surgery. These meetings are beneficial to patients as it allows for the input of all of the GP’s with their particular skills and experience to help identify the most appropriate care and treatment for patients. The Group suggested that patients should be kept informed via a “leaflet” to be carefully worded to avoid patient misunderstanding. This will be distributed via reception waiting area but also given directly to the patient by the GP.

Action: Dr Waite to draft leaflet to explain the referral pathways. Leaflet to be discussed at the next PPG meeting 10.3.2015.

3. Early/Late appointments. The Group discussed a range of ideas which had been suggested to help patients who work access GP appointments. Widdrington GP’s asked for PPG input on whether early or late appointments should be offered. The Group agreed that late appointments would be the most suitable.

Action: Take back to clinical meeting to discuss with GPs the outcome and the best way to implement this change

4/5 Infection Control/Hand Washing. PS explained that Dr Corlett is taking the lead on Infection Control Policy for Widdrington Surgery, with support from the Practice Nurse. There have been significant developments which will be brought back to the meeting on 10.03.2015. PS identified Hand Washing as an issue, and discussed the need for patients to use the dispensers provide throughout the building, and the need to educate patients on infection control. LM did highlight the infection control risks of using the “finger licking” methods of paper counting. The Group discussed creating slogans to put on a notice to capture patients’ attention on the importance of hand hygiene.

Action: JP to purchase finger stools for staff to use for paper counting.

Action: Staff and the PPG to develop educational slogans for patients

6. PPG participation in Northumberland Professional Patients and Testing Panel.

Following his visit to our practice, Counsellor Dickinson, the Chairman of the Health and Wellbeing Board, is keen to invite PPG members to explore future pathways and effectively join up the services in healthcare. YCL informed the Group that further information will be distributed to the Group once it has been received by the Practice.

Action: PS to distribute to group members

7. North Northumberland PPG Group. This meeting was attended by GL on 5th February in Alnwick. GL shared his understanding and the purpose of these future meeting. It is a representation from 12 surgeries from the Northumberland North Locality. Hilary Brown is the North Locality Director who briefed the meeting on the Terms and Conditions of this newly formed group and some of the aims and objectives are:-

- Future Meetings to be held at various venues in the region.
- Dates of meetings to be 3rd Thursday in every month.
- Surgery PPG groups can take their specific clinical issues for discussion
- Agenda items are to be general current issues only

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- The group will be informed of any cancelled meetings 48 hours beforehand via the Practice Manager of Widdrington.

AOB: ED asked when the surgery can expect the re-visit of CQC inspectors. YCL informed the group that the Practice will be re-inspected 6 months after the CQC Report was published, and that this would be an unannounced inspection. YCL went on to explain that although a great deal of work has been done, there is still more to do; although it will not appear to have changed much from the patients perspective as much of it is focused on improving the Practice administration functions.

There being no other business the meeting closed 11:45am.

Next meeting 10.3.2015 at 10:30am

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Widdrington Patient Participation Group Meeting **Tuesday 24th February 10:30**

AGENDA:

Previous Minutes (attached):

Matters arising:

Current Agenda:

1. Practice Vision YCL
2. Referral Pathways – keeping pts informed YCL
3. Early/Late Appointments (8:30 appt Early – 5:30 appt lates) YCL
4. Hand Washing PS
5. Inf Cntrl PS
6. PPG Participation in Northumberland Professional Patient and Testing Panel PS
7. North Northumberland PPG Group PS/GL
8. AOB

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