

# Widdrington Surgery

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## MINUTES FOR:- Patient Participation Group (PPG)

**MEETING DATE: 10<sup>th</sup> March 2015 10:30am**



CHAIR: B Waller

PRESENT: E Dodds S Cook Juszcyk J Devlin Dr Lees P Stanley

SECRETARY:JP

APOLOGIES: G Laidler L Morton A Baker

Due to apologies from GL – Mr Barry Waller chaired this meeting on his behalf

**Previous Minutes:** Read and agreed

**Matters arising:** Further efforts to recruit new PPG members are under discussion and will return to the agenda for next meeting

**Action: add to PPG agenda 14<sup>th</sup> April 2015**

Referrals – Patient Information. Dr Waite has produced an information leaflet to give to patients who are being referred to secondary care. This document was approved and agreed

**Action: for discussion at Referral Meeting 11.3.2015 for discussion on distribution**

Current Agenda:

- 1.** Practice Vision: Dr L asked whether there was any further suggestions to our Practice Vision Statement.  
Practice Vision: ***“To work together seamlessly to provide excellent care to meet individual patient needs, and strive to deliver a high quality service.”***  
PPG members were more than happy with this statement therefore it has been accepted as our statement and will be published on our Practice Website
- 2.** Late Evenings: DrL explained the surgery are introducing late GP clinics on Mondays evenings from April 2015. The times have been agreed by GPs in principal but will be finalised at the next GP meeting. JJ asked if we could advertise this development. PS agreed to display this on the Jayex Board in the patient waiting area. PS confirmed these late sessions would be trialed for a couple of months and then the service would be reviewed.
  - Advertising on the in-house TV was suggested. After much discussion – it was agreed to bring this back to the next meeting which would give the PPG time to assess whether the TV continues to be of patient benefit.  
**Action: add to PPG 14<sup>th</sup> April 2015**
- 3.** Infection Control Issues: Alcohol Dispenser to be installed the Front Door. Wall stickers or any advertising material we can use.  
**Action: JP to source advertising supplies & install dispenser on delivery.**
- 4.** Finger Stools/Stubbs: this item was brought from the previous meeting. JP confirmed these items are now in situ and in current use.

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- 5.** PPG Cabinet Display: DrL suggested the glass cabinet in the waiting area could be used to display PPG minutes from meetings and any other PPG business. PPG agreed

**Action: JP to prepare the cabinet for display purposes**

AOB: BW mentioned that a new Parishioner who recently moved into our area and is a patient here at our practice had praised the services Widdrington Surgery offer. They compared it to their previous surgery in the south East of England and found Widdrington to offer top quality services.

ED praised the appointment availability which offers patients appointments within 48hr.

JJ asked whether staff is fully trained in First Aid. PS confirmed CPR and Automatic Electronic Device are part on the ongoing training for all staff – most recently, this training was delivered on 19<sup>th</sup> February 2015.

In addition to CPR Widdrington have Oxygen on site

PPG commended the practice for their efficiencies in staff training and felt this would give the patients confidence in our staff knowing they are fully trained.

PS/YCL detailed all other services offered here at Widdrington, including Outreach Clinics

Midwifery                      Physiotherapy                      Podiatry                      CPN                      Psychotherapy  
Smoking Cessation      Pharmacy First (Superintendant Pharmacist Mark Dawson)

We also have C4Sightcare and Dentistry who practice from our surgery

There being no other business the meeting was closed 11:15am

**Next meeting Tuesday 14<sup>th</sup> April 2014 - 10:30am**

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## Widdrington Patient Participation Group Meeting Tuesday 10<sup>th</sup> March 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 10<sup>th</sup> March to discuss recruitment methods.

Dr Waite to draft leaflet to explain the referral pathways, then take back to the next PPG meeting 10.3.2015 to be ratified.

Current Agenda:

1 Practice Vision DrL

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

2 Late Evening GP session on Mondays DrL

3 B/F Clinical Governance Meeting 24<sup>th</sup> Feb 15 - Infection Control Issues YL  
Hand Washing Techniques – how to encourage and educate patients

- a) Sign post pts to the Alcohol dispensers
- b) Ask pts to inform staff when the Alcohol dispensers appear to be empty
- c) Install an Alcohol Dispenser at the Front Door
- d) Education wall stickers to educate on Hand Hygiene – especially to carers