

Widdrington Surgery

Minutes: Patient Participation Group (PPG)

Date: Tuesday 4th December 10.30am



Chair: Jackie Smith (JS) Dr CJ Waite (CJW)

Present: Mr G Laidler (GL) Mr E Dodds (ED) Mrs L Morton (LM)
Mrs J Devlin (JD) Mrs S Cook (SC), Mr P Sainthouse (PS)
Dr CJ Waite (CJW) Jackie Smith, Practice Manager (JS)
Joanne Wegter (Sec)

1) [Welcome:](#)

2) [Apologies:](#) Mr B Waller, Mrs A Horsman

3) [Previous minutes](#)

Read and agreed.

4) [Matters arising](#)

PS queried if patients can be given a window of time for receiving call back when booking a Dr1st.

JS advised Doctors triage calls in order or priority so not able to give a time scale, however when booking you can request before or after a certain time for a call back. **JS** advised there are usually 5 slots available for online Dr1st booking

Dr CJW advised about “new learners” with the practice (see also agenda item [6. Staff Update](#)) Widdrington is a training practice. More students will be given opportunity to visit practice. Up to Year 3 students take a passive role. Year 4-5 students will have more involvement, under GP review. This is an opportunity for medical students to observe a GP practice and possibly see GP surgery as a future choice to work. Dr CJW advised the standard of students has been excellent. Widdrington continues to have F1 and F2 doctors, newly qualified doctors, who work under GPs. **GL** asked if this impacted on GP time: **Dr CJW** advised as GPs have to supervise and conduct tutorials this does require more time, this does reduce the amount of clinical time that Dr CJW will be available, however it is rewarding and offers future recruitment opportunities as they may choose to return to work at Widdrington, as Dr A Kibirige, previous registrar has chosen to return.

PS advises he volunteers as a patient for training with Wansbeck and North Tyneside Hospital and would be willing to volunteer with Widdrington if required.

5) [CQC Update](#)

JS advised no update. CQC inspections continue in surgeries in the area. Inspections are every 3 years, however CQC have right to visit at any time.

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6) Staff Update:

- Dr Michael Martin, F2 starts 5th December for 4 months, 4½ days per week.
- Dr Werner, Registrar, starts 10th December for 1 year, full-time
- Judith Martin, Nurse Practitioner has left, was temporary cover over the summer period until Dr A Kibirige started.

7) Friends & Family Test

JS had selection of very positive comments. Most comments very positive: “helpful, pleasant staff; excellent service”

NHS Choices website: **JS** advised 3 very positive comments posted since last meeting, giving Widdrington 5 stars; 1 comment giving 1 star commenting that it was difficult to get an appointment. **JS** has responded to this comment: reiterating that with the Dr 1st system there are appointments available to see a GP. Comments and responses can be viewed online. Widdrington surgery now stands at 4 stars on NHS Choices website.

Dr CJW advised Dr1st system has now been in place 2 years. Dr CJW acknowledges that it could be a challenge for people who work 9-5 and cannot always access phone calls; however the practice does its best to accommodate individual requests. He advised that A&E attendance from Widdrington has dropped 10-15% since Dr 1st implemented. Widdrington Surgery offers extended hours Monday evenings until 8pm.

8) AOB

- **JD: is birthday check-up finished ?:**
Dr CJW advised this check-up stopped 5 years ago; there is now a system in place that runs a check automatically whenever a patient collects a prescription – if normal values within last year (eg BP) no check-up necessary. This system prompts necessary check-ups and avoids repetition. Checks are run monthly and are up to date. **JD** asked if repeat checks for diabetes: **Dr CJW** advised again blood test checks are run automatically when attending a phlebotomy clinic and will prompt if repeat test is needed.
- **PS: is the practice to implement the new liquid diet scheme for diabetes?**
Dr CJW: not aware yet that the NHS will provide this, studies incomplete. The Practice presently signposts patients at risk to the Newcastle University Diet.
- **ED: Can Pharmacy show-case change more often with items that can be purchased eg winter medications.**
Action: JS will follow this up with pharmacy

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- **ED: Noted that Drop-In Hearing Aid Clinic at Wansbeck no longer available.**

It was noted that there is now a clinic at Morpeth NHS Centre that you can access, however you need to ring for an appointment. North Tyneside no longer has a drop-in clinic; this stopped on 5.11.18 and is by appointment only. There is now only a Drop-In Hearing Aid clinic at Freeman Hospital: Mon-Fri 9am-4pm, through main outpatients to Level3 Audiology.

- **GL: Can Christmas opening times be noted on the noticeboard as you come into the surgery.**

JS advised open 24 December as usual, closed 25 and 26 December. Open 31 December as usual and closed 1 January 2019. **JS** will place a poster on the noticeboard at the main door and also note the local pharmacies who are available over the Christmas period. Dr **CJW** advised if in doubt, order prescription earlier over this period.

Meeting closed at 11:30am. Date of next meeting - Tuesday 5th March 2019 at 10.30am