

Widdrington Surgery

Minutes: Patient Participation Group (PPG)

Date: Tuesday 5th March 2019 10.30am



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

Present: Mr G Laidler (GL), Mr E Dodds (ED), Mr B Waller (BW), Mrs L Morton (LM), Mrs S Cook (SC), Dr CJ Waite (CJW), Jackie Smith, Practice Manager (JS), Diane Pringle (Sec)

1) [Welcome:](#)

2) [Apologies:](#) Mrs A Horsman, Mrs J Devlin, Mr P Sainthouse

3) [Previous minutes](#)

Read and agreed.

4) [Matters arising](#)

AOB AP from meeting 4.12.18:

ED: Can Pharmacy show-case change more often with items that can be purchased e.g. winter medications.

Action: JS will follow this up with pharmacy

5.3.19: There is no lock on the show-case however empty boxes could be displayed.

GL asked what category the pharmacy is as he had read a report which showed animosity towards dispensing doctors. Dr CJW advised that dispensing surgeries are usually set up when a pharmacy is not seen as economically viable in the area e.g. in Felton. Pharmacies have become less viable in the last 5 years, with profits in pharmacies shrinking. For surgeries with pharmacies, prescribing decisions by GPs are heavily monitored by the CCG and Widdrington is consistently in the bottom quartile for cost.

BW advised that he had received a promotional letter from Pharmacy2U, which had been addressed to 'The Occupier'. Dr CJW advised that Pharmacy2U is a large Leeds based organization that targets electronic prescribing surgeries. He advised that Widdrington does not use the electronic prescribing service, as it means a loss of relationship between the patient and the pharmacist.

5) [CQC Update](#)

JS advised no update since December 2018.

6) [Staff Update:](#)

- Dr Matthew Debbage, final year Registrar is working with us until August.
- Dr Michael Martin, F2 will be with us until April. Another F2 will then join in April.
- Dr Werner, Registrar, with us until December.

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7) Friends & Family Test

JS had selection of very positive comments: “ extremely likely to recommend, can get an appointment, respectful staff”.

She has also received a letter from a patient praising Dr Martin for a consultation and follow-up, which has been given to him for his portfolio.

The surgery continues to encourage soft feedback from patients.

The PPG members fed back that they felt more at ease about going to the reception desk as staff are welcoming.

SC asked if the pharmacy had a card machine for accepting payment. Dr CJW confirmed that this had been in place since September 2018. SC advised she would pass this information to the patient who had raised the issue with her.

NHS Choices website: **JS** advised currently at 4.5.

BW advised that he had a recent personal example of the GP, pharmacy and hospital working closely and effectively and wanted to pass on his thanks to Dr Kibirige.

8) AOB

- **LM: has reviewed planning document for housing development in Widdrington and there is £100k fixed allocation:**

Dr CJW advised that a new estate would be good news for the surgery. However there is a lease in place with a private company for the surgery building and this will be due for re-negotiation. UK Coal put money up originally when the surgery was built and this money went to the developer. The CCG reimburses the surgery for the rent and the CCG are reluctant for any increased rate in square footage. If the CCG did not reimburse the rent, then Dr CJW would be liable for the rent.

In other surgeries which do not have a PFI building, NHS PropCo have taken over the surgery buildings and this has led to a number of issues.

- **JS: Primary Care Networks**

JS advised that the latest Government initiative is for Primary Care Networks, where primary care organisations representing 50,000 – 60,000 patients liaise with secondary care as one body. The aim is to provide care in the community and keep patients out of hospital where possible. The income streams are different.

In North Northumberland there is already a loose grouping of surgeries, the Northumberland Medical Alliance, which covers the area from Berwick to Widdrington and west to Wooler. 2 other surgeries in Morpeth may join.

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Dr CJW advised that our CCG is in deficit to £20m p.a. and is looking to save money. The CCG's focus is on secondary care and there is over activity in clinics such as Orthopaedics.

- **JS: Loss of local Physiotherapy Service**

JS advised that from 1st April 2019 the Physiotherapy team will no longer be holding a weekly clinic at the surgery. Patients will have to travel to hospital for physiotherapy appointments.

Dr CJW advised that we are very disappointed at the loss of this local service and we only found out about it accidentally, we have not received official notification. We have tried to challenge the decision; however funding is outside of our control.

Dr CJW encouraged the PPG members, either individually or as a group, to write to Physiotherapy if they were concerned about the loss of this local service.

- **JS: E-Consult Trial**

JS advised that Widdrington and Felton surgeries are trialing E-Consult, which is an additional service available via our websites for patients registered with the surgery. This allows patients who cannot speak to a GP under the Dr 1st system to request information and access self-help advice. JS provided a demonstration.

Once a patient accesses E-Consult a form is generated so that the GP can review the request and either ring the patient or send information by the end of the next working day.

The trial will last for 3 months and then results will be reviewed. There is no cost/charge for the trial.

Meeting closed at 11:30am.

Date of next meeting - Tuesday 4th June 2019 at 10.30am