

MINUTES OF THE FELTON PATIENT PARTICIPATION GROUP

HELD AT FELTON SURGERY

29TH SEPTEMBER 2016

Present: Suzanne Beddow (Chair), Carolyn Reynolds (Notes), Hazel Hood, Vera , Dr Lees, Jackie Smith (practice manager), Eileen Blagburn (Treasurer)

1. Welcome and apologies

Suzanne welcomed everyone to the meeting, introduced the new practice manager and gave apologies from:

Ed Butlin, Margaret Colley, Sylvia, Dorinder

2. AGM Roundup

Suzanne noted that the AGM had attracted a number of new members to the PPG and this was welcomed. She had accepted the position of Chair of the PPG. She proposed to go through the issues raised at the AGM.

Dr Lees suggested that rather than do that, we should perhaps use the meeting to look forward and that Jackie had prepared a presentation that she hoped we might discuss between us and agree as a template for the group going forward with a new set of aims and goals for the PPG in the spirit of moving forward in a more positive direction

3. Presentation from the Surgery

The presentation is attached to these minutes. As a result of discussion, it was agreed that:

- The group was in broad agreement with the principles presented and would meet separately to discuss a vision statement and a short, easily understood set of aims and objectives for the next one or two years.
- The mission statement would chime with the surgery's aims for continuous improvement and meeting local need.
- The group would assist with providing structured community feedback and promote activities and information from the practice where appropriate
- The group would affiliate to the National Association of Patient Participation Groups to assist in their development. Dr Lees confirmed that there couldn't be funding from the surgery for this.
- The group should be clear that a complaints procedure for issues pertaining to the practice is in place and that patients with concerns should be advised to address them by the formal process and refer complainants rather than bringing forward issues themselves.
- Jackie noted that there was also a need for the PPG to be a part of promoting what the surgery does well. Carolyn asked that a previous request, agreed by Dr Lees, to have an anonymous note of trends in patient comments might be presented quarterly to the group so that improvements could be noted and celebrated and any concerns addressed.

4. Communication

Dr Lees noted that communication could be better but that things had improved over time and it needed to be acknowledged that surgery staff are very busy and sometimes communications activity came lower down on the list of urgent priorities. A regular page in The Bridge could be instigated and perhaps the PPG might be able to help with this. The group agreed to discuss this and to provide PPG information for the Bridge either separately or as part of the surgery page. It was noted that the website is currently able to be updated by only one member of staff who is a GP. Jackie reported that PPG minutes would be uploaded to the website when available. It was noted that Widdrington PPG has a notice board in the waiting room and members suggested that this might be a good idea for Felton.

5. New system for seeing a GP

It was suggested by some group members that the introduction of the Doctor First scheme had been poorly communicated and rather suddenly introduced, and some patients had found it inconvenient. Jackie acknowledged that although the changes could have been better communicated, the scheme had received broadly positive anecdotal feedback from patients, although no formal evaluation had been undertaken. She suggested that those who had less satisfactory experiences should be encouraged to contact the surgery so that the system could be 'tweaked' when it was reviewed.

A query about patients from Widdrington using Felton surgery was answered by Dr Lees who said that in certain circumstances, e.g. when a patient wanted to be seen by a female GP, it might be necessary to book a Widdrington patient in to the surgery, but that this was uncommon. Dr Lees noted that patients from Felton who needed to see a particular GP had booked at Widdrington surgery and been seen there. This was less likely to happen with Dr first and 2 new female Drs at Widdrington.

6. Confidentiality

It was noted that confidential letters to patients continued to be stapled without an envelope to the outside of prescription packages, a breach of patient confidentiality given that some patients do not collect their own prescriptions. Could letters be enclosed in a sealed envelope and named for the patient, or even put inside the package which could then be sealed? Jackie was surprised that this was happening but will look into this and report back to the next meeting.

7. Funding for new surgery

Suzanne noted that she would attend the next Parish Council meeting where the surgery will be discussed. Bellway has offered what they feel to be a more appropriate site within the development and the some funding to build the surgery has been agreed. Dr Lees mentioned a questionnaire that had been produced by the surgery to assess community feedback about the new surgery. (Attached). Jackie to report the findings back to the PPG. Questions were raised about the distribution of the survey, which had been made available in the surgery only. It was also noted that the document was without a closing date for return. Carolyn asked Dr Lees what alternatives were being considered for the new surgery. She said they were investigating other avenues including a mobile building.

8. CQC Update

Dr Lees noted the CQC report for Widdrington and that she expected the CQC to inspect Felton within a reasonable timescale. PPG representatives would be asked to meet CQC inspectors.

9. Staffing update

Amber is a new apprentice receptionist currently in training. Graham is now completing his apprenticeship in dispensary.

10. Any other business

The group to meet within the fortnight to start work on aims and objectives, and on a vision statement. Jackie to forward her presentation to Suzanne for inclusion with the minutes. Suzanne and Carolyn to work on sources for funding for PPG.

DONM 24th November @12:30