

Minutes of an on-line meeting of the Felton Surgery Patient Participation Group on Wednesday 26th May 2021.

Present: Dr Y Lees (YL)

Jackie Smith, Practice Manager (Interim Chair) (JS)

Eileen Blagburn (EB)

Barbara Dickson (BD)

Hazel Hood (HH)

Bryan Stanley (BS)

Alison Gallico (AG) Secretary.

Apologies for absence: Suzanne Beddow.

Minutes of the meeting of 28th April 2021.

YL explained that the practice merger will be a merger of two contracts into one business, with two services; one GP will be at Felton and two at Widdrington.

In discussion it was agreed that YL should see the minutes of PPG meetings before they are distributed to the Group, as it is important that information to be put into the public domain is absolutely correct. Any changes made to the first draft will be underlined before the final draft is circulated.

New Building up-date

YL said that there has been no substantial change and the matter is still with the Parish Council. A meeting will take place shortly between the PC and the developer.

A letter will shortly go to all patients setting out the situation. It seemed that some patients thought that building work had already started and JS/YL will ensure that this misapprehension is cleared up in the letter.

CQC up-date

Nothing to report at present.

Staff up-date

There have been no changes in the clinical staff but the administrative team at Widdrington will be increased in June.

Patient feedback

Patients had commented to PPG members that face to face consultations were not available. **YL explained that unfortunately infection control measures must remain in force and the waiting area at Felton cannot comply with the requirements for safe waiting and separate exits.** When a face to face consultation is urgently needed that can be accommodated but the practice will continue to use the “Doctor First” telephone triage that had been in use prior to the Covid outbreak.

The Felton Surgery rear exit cannot be used under the terms of the lease, so there is no possibility of one-door-in one-door-out, although on one occasion the leaseholder had permitted its use for a flu vaccination programme.

Answering questions about the future of the surgery building, YL said that the current lease remains in place but the practice hopes to relocate to its new building in due course. A temporary portacabin is not an option owing to high costs.

AOB

A press item has raised the question of wider use of anonymised patient data for research and planning; JS clarified that patients cannot opt out of this system directly at the surgery, but the practice

would forward completed downloaded forms to the correct part of NHS administration.

In answer to questions about the role of the PPG, YL said that the broad Patient Survey data will be available in due course. **The PPG's role is to provide a better understanding of patients' views locally and to provide ideas and opinions when specific issues arise.** The PPG is in a position to collect and disseminate information in the community but that is not a substitute for considered and accurate information sent out directly by the practice.

In further discussion it was again agreed that **PPG members should not become involved in personal or medical matters and should encourage registered patients to contact their GP.** Some are apparently unwilling to contact the GP personally and JS suggested that they could be encouraged to send a letter, email or telephone so that the doctor can get back to them by their chosen means of approach.

Dates of scheduled meetings.

Wednesday June 30th and Wednesday July 28th, both at 11.00. PPG members will be notified if a live meeting can be organised, rather than on-line.

