

Minutes of the Patient Participation Group held on 22/09/2015 at
Wawn Street Surgery at 6 PM

Members present: Six members present including the Chair. Also present Dr Gill, Practice Manager Mrs Debbie Hamilton and Deputy Practice Manager Mrs Sharon Tufts.

Apologies received from one member

The Chair welcomed everyone to the meeting, special welcome to two members who have returned to the group after a while.

Minutes of the meeting held on 14/07/2015 were accepted as a true record of the proceedings.

Matters arising from the minutes:

Update on Recruitment: The Practice Manager informed the members that three new receptionists have started in September, two of these have experience of working in GP Practises and all of them will have had two months induction. One of the members asked the practise manager to congratulate the staff at the excellent work they do. However there have been some problems with appointments for patients with Diabetes but this have been due to issues with the computer system, this is being rectified.

Artwork in the reception area: Members were told that everything was in order with the donated artwork and they will be put up in the reception area after the decoration is completed.

Reports:

Dr Gill reported that doctors are being stretched to the limits. They are being asked to do more and more by the Government or the CCG. New service - Electronic Prescription whereby the Doctors can send prescriptions electronically to the patients' nominated Chemist. Patients have to sign a form authorising this at the chemist, however, they can nominate a chemist in the practice also. This can be changed at any given time.

Mrs Hamilton reported that the surgery is going to have apprentices from Gateshead College. They are between the ages of 18-24 and have learning disabilities. They will be helping tidying up and helping with routine administrative work e.g. photocopying or making teas and coffees. These apprentices will be valuable for the surgery and its patients and would have it written in their CV's which could help later towards employment.

Waiting area is going to be decorated and once this has been completed, the donated paintings to be hung on the walls. A member asked about Magazines and was informed that these were banned by the CQC due to infection control reasons, the area would have to be cleaned twice a day if magazines were kept and this was not practical.

Member representing the group on the CCGs Patient Reference Group for Diabetes gave out copies of the minutes of their latest meeting. She informed the meeting that ST CCG have invited colleagues from the Health Board in New Zealand as part of the Pioneer Status. South Tyneside CCG are trying to get partners to take

6 weeks rolling programme of exercise for Diabetics, Age UK and Diabetes UK have already signed up and the CCG is looking to surgeries to follow. The Practice Manager said she would look into this.

On request by one of the member who had just returned to the group after a period of time, the Practice Manager explained what PPG was and Terms of Reference were given out. The member also asked the others to try and avoid the use of jargon because many do not understand them. Dr. Gill said we are all guilty for using jargon and the Chairperson asked the member to stop us and ask if unsure of terminology.

Membership Drive: Dr. Gill and Mrs. Hamilton are keen to help us with the recruitment of new members on to the PPG. The Chairperson has promised to give them in 20 words about why patients from the surgery should join the PPG to enable Dr. Gill to send out text messages to all patients who have a mobile telephone recorded with the practice.

Newsletter: Once again the member who produces the Newsletter was praised for it and thanked for the hard work he does with procuring and printing information about our surgery.

Any other business: The main discussion was around the timings of our meetings and what we could do to make them more inclusive. Idea of having meetings at different times was floated and thought

to be a good idea. Another idea was to have an open day where patients would get information about the PPG and encouraged to join. Should we change the structure and routine of our meetings? These ideas to be discussed at the next meeting

Date and Time of the next meeting

3rd November 2015 at Wawn Street Surgery at 6 PM