

Minutes of the Patient Participation Group (PPG) held on Tuesday 5th January 2016 at Wawn Street Surgery (6pm).

Chair welcomed everyone to the meeting, thanked them for attending and wished everyone well for 2016.

1. Members present: six members (including Chair and Secretary) and the Deputy Practice Manager attended.
2. Apologies: received from Dr Gill, the Practice Manager and two members.
3. Minutes of previous meeting: agreed with one amendment – in paragraph 5 omit Matfen and substitute Monkton. At this point there was discussion within the group about the starting time for these meetings: it was agreed to stay with a 6pm start (the surgery closes at 7.30pm on a Tuesday evening). There was further discussion about the presence of practice personnel at PPG meetings – the group agreed that it was difficult to function as a PPG without input from the practice, the CQC describing PPGs as a ‘partnership’ between surgeries and patients. There appeared to be some misinformation having been communicated since the last meeting of the PPG – the present PPG were unanimous in their wish to have practice staff present at future meetings. The work pressures on surgery staff were appreciated.
4. Matters Arising: there were three action points.
 - a.) a short glossary of health and social care terminology had been produced and was distributed for use by group members. The Chair advised that Health Watch was based, also, in South Tyneside. The group considered that the glossary was useful and could be further developed during the year ahead.
 - b.) A draft ‘flyer’ to aid recruitment to the PPG had been produced and was distributed. The group felt that this was useful. The Deputy Practice Manager proposed that she discusses the ‘flyer’ with Dr Gill and the Practice Manager with the intention of feeding back to the Secretary in order to allow further prompt dissemination. One member mentioned the possibility of recruiting a further person to the group.

ACTION: Deputy Practice Manager to progress ‘flyer’.
 - c.) It had not been possible to action the proposed ‘small working group’ concerned with two issues which they wished to discuss further. The Deputy Practice Manager proposed that she would organise a meeting with the Practice Manager, the Chair and two members in order to progress this and for the group to report back to the full PPG.

ACTION: Deputy Practice Manager to set-up meeting, as above.
5. Reports:
 - a.) Report from Dr Gill: none
 - b.) Report from Practice Manager: none. Deputy Practice Manager reported changes within the practice staffing structure: still recruiting

reception staff; one GP leaving to pursue a career as a hospital doctor; recruitment of more GPs, for the practice, is underway. Discussion at this point about the difficulties of recruiting GPs. Chair reported on the changes in recruitment of doctors from India. The group reiterated the perception that staff recently recruited were excellent.

- c.) Reports from members: the minutes from the CCG Patient Reference Group meeting, held at Monkton Hall on 3rd December 2015, were tabled – one member being part of the PRF - and briefly discussed. The PPG discussed the provision of ambulance services and information was provided about plans to make a DVD to help local patients with diabetes. This was welcomed by members of the group. Member reminded the group that she was willing to take concerns from the PPG to the Patient Reference Group meetings at Monkton Hall.

- 6. Questions from members: there was brief discussion about the value of members of the PPG raising questions for the practice to respond. This was seen as part of the role of PPGs as ‘critical friends’.

Question asked by a member: How does the practice intend to further develop, and encourage patients, to use the surgery website? Member outlined that he was particularly thinking of the use of the online appointment and prescription facilities – which if used would reduce the pressure on telephone access and the surgery reception.

Deputy Practice Manager was able to give the group an extensive list of the ways in which the surgery was active in trying to make patients more aware of electronic information including the use of the website to make appointments and request repeat prescriptions. She welcomed further suggestions from the group and it was agreed that this could form part of the ‘working group’ (see above) discussions. It appeared that it was not easy to access any data to see if increasing numbers of patients were using the surgery website, particularly in relation to appointments and repeat prescriptions. There was limited time in the meeting to discuss these issues further but the group considered that further discussion and action would be beneficial.

- 7. AOB: none

- 7. Date of Next Meeting: Tuesday 1st March 2016, 6pm

Meeting started: 6.05pm

Meeting ended: 7.13pm