

**Patient Participation Group Meeting**  
**On Tuesday 3<sup>rd</sup> September**

Chair: Anita Davies

Attendees:

Jean McCalman  
Ian McCalman  
Anita Davies  
Barbara Harris  
Christine Gibbons  
Lesley Wilkinson  
Frank Wilkinson  
Dora Reed  
Fiona Hunter  
Paul Robert  
Janet Devoy

Apologies: Eric Wake, Dr Mike Casselden

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**1. Introduction**

Paula explained to the group that there had only been a couple of items for the agenda sent in and that was from Mr Roberts to be discussed later in the meeting and the other was from Mrs McCalman regarding the radio playing whilst on hold.

**2. Previous Minutes**

No issues.

**3. Agenda Items**

**CQC**

CQC has asked each Practice to give an information booklet explaining their contribution to a Practice visit. Paula went on to explain that a Practice in Newburn had been visited and there was a big emphasis on cleanliness & hygiene control. Paula explained that the Practice had taken steps to ensure that they were CQC compliant which entailed :- additional chairs in reception, changes & training for staff would be ongoing, a big training emphasis for the staff on policies & procedures which is required by CQC to be compliant. Further changes to the Practice would be ongoing.

**Thursday Lunch time closure for Training**

Paula updated the group on the potential closure on a Thursday lunch time for training as it was becoming impossible to arrange training and staff meetings which the group agreed – this is in the hands of the contract people and she would advise everybody when she had more news.

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### **Car park**

Paula explained that this was still a big area of contention and that the complaints to the Practice had not decreased and it was taking up a great deal of the Receptionists time and that a lot of the callers were being very aggressive and abusive towards the receptionists. Paula explained that she & Dr Taylor had requested another meeting with the Senior Estates Officer John Thompson and would advise the group of the outcome – the group were supportive and offered to provide any assistance they could.

### **Information Boards**

Paula explained to the group that they were reviewing the information available in the Surgery and were reviewing the position of the Notice Boards to be more accessible.

### **Communication**

Paula asked the group what form of communication they would prefer - The Group asked for an email to be sent 2 weeks prior to the next meeting along with the minutes from the previous meeting and then a reminder of the date. They wanted agenda items to be fed through the Practice rather than the chair.

### **Telephone**

Paula explained, and then answered Mrs McCalman's point about the telephone. Paula agreed that at times the radio was distracting and that people had thought that they could hear a consultation when it was a phone in show on the radio. She explained that previously the Practice had tried playing only music however this was felt unfit for the purpose as it may not completely mask any conversation that may be overheard from the consulting rooms. Therefore after trialling the radio it was felt this was the most appropriate system.

### **Staffing Position**

Paula advised the group that Claire HCA would be leaving very soon & Julie Bray (currently receptionist) – would be taking on her working pattern. This would mean that HCA Jeni would now work Mon, Tues, Wed & Julie would cover Thurs and Fri. We had a new apprentice – Charlotte - who was now training on Reception desk and they would probably meet her soon, and Louise was now back from maternity leave taking us to a full compliment.

We have 3 Registrars until February Pri, Shalini & Samreen – all lady Doctors.

### **CCG**

Paula explained to the group that the CCG now wanted the Groups to become more involved with what was happening within the CCG and that the Patient Groups would become more valuable as time went on. Paula thanked Anita & Ian as they are part of the Acorn Group and are involved with the CCG currently

## **4. AOB**

Anita & Ian then updated the group on the work they are doing for the CCG – Anita's group has been tasked with reviewing Diabetic support and Ian's with Accident and Emergency attendances. Anita explained to the group that this was not an easy task as they were not privy to some of the information that they needed.

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Paula explained that these were also the areas that the Practice was focusing on this year. Especially A&E attendances as there was a lot of press coverage at the moment about how stretched the department was. The review that had been done in practice suggested that appointments had been available when people had attended A&E and the vast majority of attendances had been appropriate.

Fiona raised the question – do we have any choice over who we receive as Registrars. Paula explained that the Deanery – the GP training organisation - allocate the Practice Registrars and we do not have a choice over who we are given. Paula explained that there is a shortage of qualified Doctors wanting to proceed into General Practice.

The meeting came to a close.

Paula thanked everyone for coming.

Next meeting to be on Tuesday 26<sup>th</sup> November.