

GOSFORTH MEMORIAL MEDICAL CENTRE
PATIENT PARTICIPATION GROUP MEETING

Tuesday 26th November

Chair: Jean McCalman (PPG Member)

Lead GP: Dr Philip Taylor

Practice Manager: Paula Scullion,

Attendees:

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

Apologies: Fiona Hunter

1. Introduction

Paula explained to the group that there were a couple of items on the agenda which she would run through & then open discussion up to the group

2. Previous Minutes

No Issues

3. Agenda Items

Chair Person

CQC – Paula Scullion explained to the group that CQC have now been into the majority of our surrounding surgeries, so she anticipates that it is only a matter of time before we get the call. Whilst on the subject, Paula also explained that CQC are increasingly involving Patient Participation group members and are keen to contact the Chair direct for feedback on the practice. As such, it is advisable to have a more permanent Chair in place. After discussion Jean McCalman agreed to be Chair until the end of March (turn of the financial year), when this will be reviewed. Jean also suggested having a Vice Chair to cover any times she is not available, adding that she is away for 3 weeks in January. Eric Wake agreed to take on this role. It was agreed that the group would correspond by email & copy Paula into correspondence.

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Role of PPG – CQC and CCG and commissioning intentions

Six members of our PPG attended this meeting and fed back some points regarding the meeting. All paperwork had been previously circulated to members to read plus a copy of a presentation. The groups discussed issues covered such as reducing attendances at A & E. The group discussed which groups were higher attendees such as mental health patients. They discussed patients with chronic diseases where there were gaps in patients' education about their disease and generally better public awareness and support would help with the problem. They discussed that they felt there should be better regional publicity of services offered as well as A & E such as 111 who will re-direct the patient to the best service available to them at that time such as out of hours services.

Due to the large number of points covered at the above mentioned meeting, it was felt too much time was being taken up and that members should feedback on the forms provided. Paula Scullion offered to collect these via email and forward to the relevant contact.

Patient Survey

Paula Scullion asked the group's opinion on questions for this year's patient satisfaction questionnaire. Ten questions are required. The group generally felt that some questions should be followed through each year for continuity.

New questions suggested in addition:-

How easy do patients find contacting the surgery?

What would be your preferred method of contacting the surgery?

How do you find the services we offer? - It was suggested to then list the available services.

How easy do you find it to get an appointment with the doctor of your choice.

Paula agreed to compile a new survey & circulate for January meeting

Review of literature in reception

The group was asked how they felt about the information displayed and the new notice boards which have gone up in reception area. New smaller leaflet racks are to be placed on the tables in reception for easier access as well as keeping notice boards up to date. Two PPG members, Jean McCalman and Christine Gibbons offered to be of assistance with notice boards, perhaps having a particular notice board which they rotated regularly, perhaps every couple of months, regarding chronic disease etc.

4. Surgery News

Paula Scullion ran through some surgery [news](#):-

Thursday Lunch Time Training Time 1 hour closing – This is still ongoing, Paula explained that she is still awaiting confirmation from the contract team of being able to do so.

Car park – This is still an ongoing issue. Paula did raise the point that we are now directing complaints directly to estates for them to deal with. The complaints had not decreased and the Practice was still in negotiation with Estates.

New phone lines – Feedback received from Patients - we have looked at options to allow a greater number of calls to be received. The practice is installing two new phone lines in December which will be fully functional 2 weeks after that date. The practice is hoping this will assist in patients with access to the surgery at peak times.

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Texting facility – We are now able to contact patients via text - this has been very successful as previously we were leaving messages on mobiles etc which was not having a very good response.

Apprentice – We have a new apprentice medical receptionist, Kathryn who started Monday 25th November. We are unfortunately also losing a member of the reception team to another practice.

Electronic Prescribing – The practice goes live with Electronic prescribing in November. Paula explained this enables the practice to send prescriptions electronically to a patient's nominated pharmacy. We are asking all patients if they would like this facility and it can also be done at the chemist. Paula will update the group better at the next meeting with how it is working out.

Practice re-modelling – Quotes are being collated for work that is necessary at the surgery. The conservatory roof has yet to be fixed and therefore replacement of waiting area seating is delayed until this work is completed. The reception desk is to be made much more accessible for wheelchairs. We have currently removed a piece of the back of the reception desk to enable the reception staff to raise their PC screens higher, therefore making their working position better.

5. AOB

Nothing to be added

Next meeting – Tuesday 28th January 2014 at 6 pm