

Prudhoe Patient Participation Group Meeting

26 June 2015

Present.

Eileen Asbury

Andy Gill

Tony Hockey

Peter Kerry

Judy Price

Chloe Heslop

Alan Greenall

Apologies

Dr Ann Egan

Sandra MacKinnon

Tony Reid

Notes of Meeting

1. Chloe Heslop was welcomed to the Group as a new member.
2. There had been useful feedback from the Young Persons Questionnaire, with 9 replies out of 40.

A number of issues are to be addressed:-

Private conversations at the reception desk can be overheard: suggestions for a screen, a larger sign and the provision of a "quiet room" for extra privacy.

Few were aware of the complaints procedure.

Four out of nine had used the "walk-in-centre" with three of these being unaware of the Practice opening times. The services available at the Practice are to be more widely advertised in schools with talks and leaflets and on social media.

The number of patients attending "walk-centres" to be announced.

3. A staffing up-date referred to Locum GPs acquainted with the Practice, providing cover of between 6-8 weeks for Dr Thornton.
An apprentice receptionist from Northumberland College will be trained with a view to being appointed full-time.
An additional cleaner has been employed to improve standards.
4. The facilities at the new Cramlington Hospital were reported as "impressive".
The promotion literature asked patients, seeking urgent care to think first of their GP's Practice.
5. Medical information required for "Blue Badge" applications has been reviewed by the Practice and will not in future reveal a complete record.
6. A number of patients had already signed-up for inclusion on a "virtual patient group"

7. It was suggested that the Group might invite speakers to the AGM in October; a Doctor, a Pharmacist, an Alzheimer's Society Champion, a Nurse on Travel Immunisation or talk featuring the new hospital.

8. The Practice Manager confirmed that summary care medical records will be open to patients on-line, from April 2016 with a password provided for proof of identity.

10. Date of Next Meeting: Thursday 20 August 2015.