

PRUDHOE PATIENT PARTICIPATION GROUP

MEETING 24 July 2014

PRESENT

Tony Hockey [TH]

Andy Gill [AG]

Peter Kerry [PK]

Judy Price [JP]

Tony Reid [TR]

Sandra MacKinnon [SM]

Alan Greenall [AGr]

APOLOGIES

Eileen Asbury

Notes of Meeting

1. The new Practice Manager, Tony Hockey, introduced himself by describing his background and previous experience.
2. **AG** confirmed that the Street signage to direct people to the Practice was due to be delivered and erected in the near future.
3. **TH** undertook to make enquiries regarding the matter of the excessive amount of paper issued with prescriptions.
4. **AGr** reported on the Northumberland Patient Forum he had attended with Dr Egan.

Papers from the meeting had been circulated to the Group. The Forum had been well attended and proved to be a useful insight into a number of issues common to all groups touching on concerns raised at our own meetings.

A Steering Group is to be set up for the Clinical Commissioning Group, to include 2 patient volunteers, for a 5 year commissioning plan.

There is to be an AGM of the CCG on 17 September.

A meeting of the West Locality Group is proposed for 13 August to be held in Hexham

5. **TH** advised that the Practice had not yet had an inspection by the CQC; 5 days notice of Inspection will be given and it may be expected to have a group member present. All General Practices will be inspected starting in 2013 and finishing in 2016
Inspection teams will comprise a CQC Inspector, a GP, A practice Nurse/Manager, Training GP and a member of the public. The inspection will look at key areas of patient experience, with 16 outcomes affecting GP'S
6. **TH** undertook to investigate concerns related to various aspects of the reception desk, including the desk remaining unattended, overheard conversations between members of staff and on the telephone. It was suggested that a room might be made available on occasions for more personal, sensitive discussions involving patients.
The new telephone number to replace the 08 number will be available in September.
A suggestion box will be available in Reception for comments on telephone functions; one suggestion being a dedicated line for prescriptions
7. **TH** talked about an up-date of "You're Welcome," where a Practice is accredited to display information in Waiting Rooms for 18 to 19 year olds, with feedback on twitter.
8. **TH** is currently working on opportunities for collaboration with other Practices on a "one for all" basis such as booking appointments
9. **TH** will circulate a document related to the "Patient First Campaign" showing the serious effect of funding on Primary Care, with Trusts taking over Practices with salaried GP's
10. There is a proposal for GP'S to provide a service up to 10.00pm available for use by patients from other Practices to avoid costly visits to " Drop in Centres"
11. **TH** outlined possible development of the adjacent site by the Practice.
12. **TH** proposed investigating funding etc related to attention to the lonely elderly.
13. High risk patients have been given a named Doctor responsible for their care

Date of Next Meeting: 30 October 2014 at 5.30pm