



MINUTES OF THE PPG MEETING HELD ON
Friday 7th November 2014

Present:- 6 group members, Paul Dodds, and Kelsey Stoddart

Apologies RJ Lilly

Chair A Group Member

1 North Durham Clinical Commissioning Group Engagement Project

- Louise Harlanderson (Project Manager) attended to provide a comprehensive overview of the activities of the Group.
- A selection of papers including Group reports, FAQ's, Minutes of a recent meeting and a summary of data collected relating to GP Practices, was distributed to PPG members for further reference.
- There was a lengthy discussion on the opportunities for Louise and her team to help the Practice and opportunities for the Group to influence the areas that Louise can help with

2 Terms of Reference

- Were accepted by the Partners but the addition of a requirement '*to engage where necessary in the appropriate needs of the local community*' was suggested.
- Dr Lilly indicated it was not expected that the PPG should have a 'canvassing' responsibility as other organisations could provide this.

3 Flat screen monitor

- The PPG has published its suggestions for display content. The issue of flat screen information systems is being looked at by the CCG it may be prudent to await the outcomes before investing time and effort if others will provide a service.
- Joan has offered access to Liver North's DVD.

4 Membership

- It was again commented that the composition of our current PPG is not necessarily reflective of the practice as a whole and perhaps more discussion is required to widen representative patient individuals.

5 Other matters

- Recent discussions have started on federated working across Chester le Street which involves all the other local practices whereby an informal/formal inter-activity arrangements are being explored.

- **Patient Access (Prescriptions)** - It was commented that the current on-line repeat prescription arrangements require a 'comments' box to be completed before the request can be processed. The feeling was that this should be optional rather than obligatory.
- **Patient Access (Records)** - Medical records are to be made available to patients from 1st April in line with National direction.
- **Dementia Initiative** - Bridge End will not be implementing the £55 dementia diagnosis fee as reported recently in the Daily Mail.
- **Emergency Admissions** - Arrangements for admission to UHND A&E will change in January whereby any patients who are unable to be admitted as a result of ambulance congestion will be transferred to QE Gateshead where a new unit has been commissioned.
- **Non Urgent Ambulance Transport** - the criteria for non-urgent requests for ambulance transport are to be tightened.
- **Electronic prescription service** – this commences on 22nd January 2015 in line with national direction.
- **Free Wi-Fi** is available to all in the surgery.
- There were no minutes of the previous meeting and it was suggested that a combination of notes taken by Paul and the group would form the basis of minutes of this meeting.

6 Next Meeting

Friday 30 January 2015 at 11.00am

Bridge End Surgery Chester le Street

Patient Participation Group

Terms of Reference

October 2014

- **Purpose of the Group**

The purpose of the patient participation group is to provide an opportunity for patients to influence the delivery of health care services.

Objectives

- Improve the patient experience
- Contribute to Practice decision-making; consult on service development and provision
- Establish appropriate and meaningful engagement with patients, carers and members of the public throughout the commissioning process
- Encourage and provide feedback on patients' needs, concerns and interests; give patients a voice in the provision of their care
- Challenge the Practice constructively whenever appropriate
- Raise any concerns in regard to patient, carer and public views/experiences of health service
- Liaise with other PPG's in the area, where appropriate
- Assist the Practice and its patients by arranging voluntary groups/support within the community
- Promote effective communications between patients and medical practitioners (in both directions)
- Provide an input to maintaining the Practice website
- Continually review and promote effective membership of the Group
- Assist, when requested by the Partners, by providing practical support to practice teams
- Be as representative of the patient population as possible

- **Key Members**

- Chair
- GP
- Practice Manager
- PPG members (either by attending meetings or via email or post)

- **Meetings**

- Meetings will be held a minimum of 4 times a year
- Minutes of meetings will be taken by the Practice. Action Points to be clearly shown together with name of member responsible for fulfilling whatever action is required.
- Agenda and papers to be circulated 5 working days in advance.
- Items to be added to the agenda must be sent to the Practice Manager 5 days prior to the meeting.

- **Ground Rules/Code of Conduct**

- The meetings are not a forum for individual complaints and single issues
- Open, honest communication and challenge between individuals is advocated
- Participants will be flexible, listen, seek help where necessary and support each other
- Members shall recognise that all members of the group have an equal role to play in contributing to the workings and discussions of the group.
- Items discussed in the group which are confidential should be declared and should not be discussed by any member outside the group.

- **Review of Terms of Reference**

Terms of reference will be reviewed annually at the first meeting of the financial year