

MINUTES OF THE PPG MEETING HELD ON
Friday 28th June 2013

Present:- 6 group members, Dr Lilly, Paul Dodds

Apologies 2 members

Chair A Group Member

- CCG – Structure to be discussed as per last meeting
- Registration Pack materials / guide to working together.
- Discuss ideal PPG size, and ways of acquiring new members. (example of application form)

	DETAILS	ACTION
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1.0 Meeting commenced at 11 am

2.0 MATTERS ARISING

Discussed actions – Cost of placing advert in the paper not sourced and Dr Lilly provided a further update on the North Durham Alliance, which has been legally created and who may facilitate advertising in the local paper.

The website has been refreshed and has a new look, the questionnaire is being reviewed in view of new guidance for this year’s survey.

The possibility of a flat screen for reception was discussed, with Dr Lilly feeding back that the intended provided had wanted to display adverts for issues contrary to the messages we are giving to patients and so this has not been pursued.

BT have been contacted regarding the correct telephone number

Other matters are to be discussed as part of the agenda

3.0 PATIENT SURVEY REPORT

The Group had met prior to the meeting and produced a report on the Practice’s ‘Patient Participation report 2012/13’ which was then reviewed.

The Group were unclear who had produced the report and why this had been done in isolation from the Group. The report was done as an action under the Enhanced Services and this had an agreed format and content. There will also be a need to conduct a survey in the next year and another report.

There was discussion around how significant the ‘not good’ groups were and it was pointed out the survey response was about 300 out of a list size of nearly 9000.

There was comment on the appointment and access changes that Dr Crowston has started and these should result in improvements for patients wanting appointments.

There was discussion on making improvements to the website to strengthen areas such as;

- Diabetes
- Minor Surgery
- Asthma
- Explain Policies such as No Telephone Prescriptions

Parts of the website pointed to links that didn't work and these needed addressing PD

The PPG report looked at the comments made by patients and made some specific comments and these were discussed

- Appointments – noted work is ongoing to address issues
- Telephone – noted this is improving
- Doctor Continuity – felt we need to publicise what we are trying to do to improve continuity
- Parking – issue needs to be addressed and referred to Partners – the recommendation was RJL
 - Parking is restricted to Doctors,
 - medical staff requiring use of a car during the working day and
 - registered disabled patients
 - Drop off and pick up facilities should be provided in appropriate cases
- Reception Area – the flat screen was discussed and the problems encountered by the commercial organisation planning to offer a service funded by adverts that were inappropriate for a GP Practice (ie pubs, bars, bingo, etc)
- Opening Times/Punctuality – lengthy discussion on how Primary care is likely to develop in future years to address some of the comments made.

8.0 CCG

Dr Lilly gave a verbal update on the plans of the CCG and how services are likely to be delivered in future years.

This included the use of 'soft intelligence' and how this fitted into the complaints process, significant events and SIRMS tool to enable the CCG to capture views of people from around the region on specific services. This soft intelligence would enable views to be brought together to help improve services and clearly by looking at trends single malicious and vexatious comments could be disregarded.

Paul Dodds made reference to the recently published North Durham CCG 'A guide to Who's Who' and offered to make it available for PPG members to understand who did what

SUMMARY OF ACTIONS

Parts of the website pointed to links that didn't work and these needed addressing PD

- Discuss Parking issues with Partners RJL
- Parking is restricted to Doctors,
 - medical staff requiring use of a car during the working day and
 - registered disabled patients
 - Drop off and pick up facilities should be provided in appropriate cases

Next meeting : 27 September 2013 at 11am at Bridge End Surgery