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## **North House Surgery Patient Participation Group**

### **Meeting Minutes**

**9 November 2022**

The AGM took place at 9 00am. The following people were elected to the following positions:

PI (Chairman)

SP (Vice-Chairman)

DW (Secretary)

Committee: GA, JC, MC, MD, MH, BH, PI, LK, SP, JP, ES, JW, DW.

### **The meeting commenced at 9 30am**

1. Introductions Present: MC, MD, MH, BH, PI, ES, JW, DW, CH, LB

2. Apologies: GA, JC, LK, SP, JP

3. PI welcomed JW, a new PPG member & CH, Practice Manager to this their first meeting.

4. Views and expectations from CH on working with the PPG. Experience of working with PPGs and how we can work together. CH outlined her wealth of experience working in Willington Medical Group and a large Darlington central Practice. CH has worked with PPGs for a number of years now. CH believes of the importance of working together for the benefit of everyone. It will be useful to attract younger members to the PPG and a way of doing this would be to set up a virtual group as well as meeting face to face. CH suggested developing a patient/practice Newsletter, an annual patient survey and developing a PPG Info leaflet that can be distributed and also added to the practice website. The group were keen on developing a list of community venues/groups whereby the practice can advertise information e.g. 'Friends Together', 'Church Together' etc. The group will work on this and bring a list to the next meeting. The survey can be used to analyse patient feedback and benchmark against other practices with a year on year action plan. It will also invite views, identify feedback and measure against other practices. JW offered to test out the new practice website as a screen reader given his experience. CH informed the PPG that a Service Improvement Group is currently being set up within the practice. This consists of a representative from each department and aims to review current processes/ways of working, not only to improve the services that we provide to our patients, but also to manage our workload and improve our working environment /health and wellbeing. CH kindly asked if the PPG would be happy to be involved in any specific projects that come from the Service Improvement Group. The PPG were agreeable to this. CH is also keen to engage with Healthwatch/Youthwatch. CH

explained that because of confidentiality, particularly in the staff area, the meetings cannot continue to be held at North House Surgery. A new venue will need to be found for the meetings. Both CH and LB will attend the meetings.

5. Signing of the Constitution. The constitution was not signed as CH raised several amendments. These amendments were as follows:

- Last paragraph of section 2, suggestion that "A good PPG" should read "The PPG" so that it is clear that it refers to our specific group
- Second paragraph of section 3, "North House Surgery Medical Practice" needs to read as "North House Surgery"
- Section 4, suggestion that this sentence reads "Everyone registered with and all GP Partners and staff" rather than "all doctors"
- Section 6, advertising the AGM to as many members as possible could prove challenging to host the AGM if a vast number of the members want to attend e.g. venue etc. Something to consider for the future
- Last paragraph of section 7, suggestion that this paragraph needs to include a reference to the practice. The reasoning for this is that the practice should be involved in any discussions regarding dissolving the group or any matter of substance as this will have a significant impact on the practice
- Section 10.5, suggestion that any member of the PPG will not only require approval from the Committee but also the practice before approaching the media. This is a significant point.
- Second paragraph of section 10.8, the first sentence is unfinished
- Section 11, suggestion that minutes from all meetings that the PPG have should be published on the practice website

These will be passed to SP with a view to a further discussion and then to be put forward for ratification at the next AGM. SP will lead on this.

6. Understanding the role of the Business Manager. LB explained her role in bringing new business into the Surgery, ensuring the Practice runs as a business, achieving as many targets as possible. More than 30 people are employed at the Surgery and it is important to maximise income to pay the staff salaries as well as covering all expenditure. LB undertakes the Chronic Disease Management QOF. North House Surgery, Stanhope and Willington practices work together within a Primary Care Network which works together with a range of local providers, including across primary care, community services, social care and the voluntary sector, to offer more personalised, coordinated health and social care to their local populations. These include pharmacists, Social Prescribing Link Workers and First Contact Physio's as well as Mental Health workers who are aligned to the Wear Valley PCN. The workload for general practice is enormous at the current time. The surgery has over 13,400 patients.

Same Day Emergency Care SDEC it is hoped that Darlington will have the same as Durham in the future

7. Overview of Compliments and Complaints & the procedures: including numbers, patterns, timescales, resolutions, consistency. To be a standard agenda item. The surgery does review feedback, it was talked about sending text messages to obtain feedback (called Friends & Family Test) and also producing a "You said, we did" document that can be published on the website and displayed in the practice.

8. The appointment system and overflow clinic. There are appointments available through the Durham Dales Health Federation when all of the appointments at North House Surgery have been filled. The Federation consists of 12 practices in the area. The Surgery can log on and remotely book the appointments.

9. Understanding the role of the pharmacist in the Surgery. The pharmacist is a part of the Primary Care Network Team of staff employed by Crook, Stanhope and

Willington. KW has access to and examines patients. They undertake reviews although patients may not always be aware that a review has been undertaken. They can also align medication as well as taking queries with regard to medication. They also undertake telephone reviews. They also ensure patients are directed to the most appropriate person.

10. Transport for patients for hospital and other appointments. Most letters from a hospital contain details as to how to obtain transport if required. There has been a reduction in volunteer drivers since the pandemic and the significant increase in fuel costs. Healthwatch had difficulty in pulling all of the groups together and linking to supply & demand

11. Surgery update including update on Staffing, Covid, and on vaccinations.

Dr Oxley is now a GP Partner.

Vacancies have been advertised for Health Care Assistant, a full-time receptionist is required and there is a vacancy for a Business Administration apprentice

Since week commencing 12th Sept (just over 8 weeks) the following vaccinations have been given by practice staff:

The PCN has undertaken over 45,000 vaccinations over a 2-year period.

The surgery has a really good approach to contacting people to encourage vaccinations, they have visited and going into care homes.

COVID – 2277 vaccinations (254 by District Nurses & DDHF to Care homes and who are Housebound)

Under 65 flu – just over **1300**

Over 65 flu – just over **2300**

This is over **5800 vaccinations in an 8-week period.**

A further discussion took place about the importance of keeping in touch with patients, not everyone can navigate the internet or have online access available. JP and AH had previously worked on a newsletter and this was agreed to be a good way forward. It would be available in hard copy for distribution. **Ideas and information relating to distribution please bring to the next meeting. A reminder that the Surgery has patients in Stanley, High Grange Fir Tree and Witton le Wear so distribution is widespread.**

13. Round the table discussions. Feedback was given ES and JW as to the excellent service they have received from the Surgery

14. Proposal to meet every 2 months, **the meetings will be held at Crook Community Leisure DL15 9AH**

15. The meeting closed at 11 15 am