

Dr D W Young
Dr A Naeem
Dr A J Hardman
Dr I C Nwudoh
Dr A B Ferrer
Dr R Oxley



North House Surgery
Hope Street
Crook
Durham
DL15 9HU
Tel: 01388 762945

Patient Participation Group Meeting Minutes

Wednesday 26th April 2023

Attendees: Chair, PI, MC, BH, LK, MH, JP, LB, CH

Apologies: Vice Chair, SP, Secretary, DW, JD, LS, JW, GA, JC

1. Introductions

Brief introductions were given as this is the first time that LK and CH have met.

2. Apologies For Absence

Apologies for absence have been recorded at the beginning of this document. CH will minute the meeting in the absence of DW and is happy to do this for future meetings.

3. Minutes of the meeting held on 21st February 2023

CH informed the group that she had sent some minor amendments to DW in relation to the meetings of the previous meeting. As DW was unable to attend the meeting today the group were unsure if the minutes had been amended to reflect the amendments that CH had suggested. Due to this, the minutes from the meeting held in February will be signed off at the next meeting.

4. Questions of PI on his reports previously sent

Prior to the meeting PI had circulated a summary from the PRG meeting that he attended in March. The following points were discussed:

- It had been highlighted at the PRG meeting that a large company had been approaching practices, across the whole of the County Durham region, offering to buy them out. CH informed the group that North House Surgery had not been approached. When asked, PI confirmed that the name of this company had not been disclosed. PI raised concerns regarding this approach. Further detail is needed regarding this and CH will contact Daniel Blagdon regarding this and also to request sight of the minutes from the PRG meeting. PI kindly provided CH with Daniel's e-mail address.
- PI's summary stated that all practices within the dales were to be provided with generators to avoid problems if there were to be a power cut. CH informed the group that North House Surgery had not been contacted regarding the installation of a generator. LB highlighted that this applied to practices in very rural areas which wouldn't include North House Surgery.
- PI's summary stated that covid boosters were to be made available to adults over 75 years of age, residents in care homes and vulnerable youngsters. LB highlighted that the booster was available to over 75 years of age and residents in care homes, however, is only available to youngsters who are immunosuppressed not all vulnerable youngsters.
- PI's summary stated that online ordering and record sharing was to be allowed for care home patients. LB reiterated that this has been the case, in primary care, for several years now.
- The closure of 39 dental practices across County Durham was highlighted. The group highlighted that this was a concern. PI asked the group to provide him with direct feedback from patients who have experienced difficulties accessing dentistry so that he can feed this back at the next PRG meeting.

- PI highlighted the issues of long waiting times/delayed procedures that patients are experiencing at a number of hospital trusts. PI asked the group to provide him with direct feedback from patients who have experienced these issues that so that he can feed this back at the next PRG meeting.

5. Feedback from BH as to meetings attended relating to NHS

BH informed the group that he receives the minutes of meetings held by the Area Prescribing Committee and Healthwatch. BH will share these minutes with the group/CH.

6. Overview of Compliments and Complaints & the procedures: including numbers, patterns, timescales, resolutions, consistency.

This will be covered in the surgery update

7. The appointment system and overflow clinic, trying to book an appointment

This agenda item was added by DW. Due to DW not being able to attend this meeting this agenda item will be carried forward to the next meeting due to be held in June.

This agenda item did prompt some general feedback from the group which included

- LK highlighted issues experienced with the waiting times when contacting the practice at 8am. LK highlighted that she does use the call back option, however, when she does get through to the practice there aren't any appointments available. LK has attempted to obtain an appointment five times since November 2022. CH will investigate this as the reception team document each time a patient calls and they are unable to offer them the appointment that they would like. They do this so that they can see how many times a patient has called back and if a patient contacts the practice more than twice in one week, and care navigation deems that this appointment request is now urgent, an urgent appointment will be offered. LK also provided some excellent feedback regarding a member of the reception team, which CH will pass on.
- PI provided some very positive feedback regarding the reception team and their proactive approach in calling a patient back who needed an appointment when a cancellation appeared. CH will certainly pass this on to the team.
- CH/LB provided an explanation as to how the overflow clinic works and the types of appointments that are available.
- CH informed the group that they can provide feedback about the practice via various formats including the practice website <https://www.northhousesurgery.org.uk/feedback> and also via the NHS website <https://www.nhs.uk/services/gp-surgery/north-house-surgery/A83020/leave-a-review>. CQC will look at reviews that published and available to the public prior to them inspecting a practice.

8. Surgery update

COVID Vaccines

Spring covid boosters are currently being offered. 4 x AM clinics have been organised each week. Invites are being sent out in batches as the availability of vaccine is very limited and unpredictable. MC complimented the system used for the invites and how easy this is to use and book the appointment. JP fed back that patients are also receiving invites for their boosters via the NHS App and are being directed to pharmacies for this.

DDHF team have vaccinated care home patients, district nurses are vaccinating housebound patients. Healthcare Assistants have now been trained to administer the covid vaccines in practice. The spring campaign ends on 30th June 2023 and there are plans for an autumn campaign.

Investing In Children

The practice held investing in children membership prior to covid and this is now being revisited. The initial visit from the Investing in Children Membership Award is organised for Tuesday 2nd May. A project worker from Investing in Children will meet with the practice, and the children and young people who use the service, to get evidence from them of dialogue and change.

A report is drafted based on their evidence. If the evidence is positive, membership is awarded. However, if for any reason there isn't enough evidence of dialogue and change when they visit, they will work with us to see what else needs to be done and set an agreed timescale as to when they will come back to visit and meet with the children and young people again.

New Practice Website

Further amendments have been made to the practice website, following the feedback that was given at the meeting in February. There is now an accessibility menu available to viewers. This should provide further assistance to those that are visually impaired when accessing the website. Any feedback welcome.

Continuing to look at social media presence

Thematic Info Re Complaints/Feedback

7 x official complaints since last meeting. Themes are as follows:

- Communications, mix up between face to face and telephone appointment
- Unhappy with wait for pre-bookable appointment
- 2 x Medication Issues
- Unhappy with outcome of appointment
- Prescription Issue
- Recall Issue

All the above are being dealt with in line with the practice complaints procedure.

We receive several positive comments from patients on a regular basis when they have contact with the practice and these comments are passed on to the team and displayed on a notice board in our coffee room.

Recruitment

Successfully recruited full time Practice Nurse who will join the practice in September 2023.

Recruitment unsuccessful for Nurse Practitioner.

The practice is will also begin to host student nurses soon.

Better Health At Work Award

Following update at last meeting, we have now trained seven members of the team to be Health Advocates. We also have two members of the team who have attended a Mental Wellbeing in the Workplace Course and we also have a fully trained Mental Health First Aider.

We conducted a Health Needs Assessment to identify the health and wellbeing needs of our staff, the results demonstrated that the top six topics that staff would like to see addressed in the workplace are as follows:

- Stress
- Work Life Balance
- Sleep
- Women's Health (specifically relating to Menopause)
- Physical Activity/Exercise
- Weight Management

Month	Health Campaign Plans
April	<p>April is stress awareness month. Stress awareness campaigns, resources, exercises etc will be made available to the team throughout the whole month.</p> <p>A Hydration Campaign will also be launched to raise awareness of the importance of keeping hydrated and recognising the signs of dehydration.</p>

	Introduction of healthy snacks that will be available in the coffee room, starting with a fruit basket.
May	<p>May is national walking month. Two activities will be arranged to celebrate this including a 'Steps Challenge' and also 'Leisurely Lunchtime Walks'</p> <p>A Sleep Hygiene Campaign will also be launched to raise awareness of it's importance and provide resources to improve this.</p> <p>Introduction of a Menopause And The Workplace Policy and explore becoming an accredited Menopause Friendly Employer. https://menopausefriendly.co.uk/</p>
June	<p>A Weight Management Campaign will be launched.</p> <p>Men's Health Week takes place in June and campaigns will be arranged to support this.</p> <p>Cervical Screening Awareness Week takes place in June and a campaign will be arranged to support this.</p>

New Telephone System

- Staying with Daisy Communications Ltd who is on the [Advanced Telephony Better Purchasing framework \(digital.nhs.uk\)](#) (From the end of 2025, it will be mandated to use cloud based telephony (CBT) national framework, approved by NHSE)
- Wallboard integrated into the system
- Management Dashboard to view call queues, length of wait etc
- Supervisor Portal to view statistics
- Management Portal to configure users, opening/closing times e.g., time in sessions, flow chart of call pathway e.g., option 1 for, upload audio files
- Unlimited amount of incoming calls
- Call back feature
- Users can log on to the telephone system via internet browser if need to receive/make calls when working remotely
- Mobile App available for all users, if need to receive/make calls when working remotely
- Integrates with S1 e.g. will automatically bring up patient's medical record

Patient Survey

The practice were going to use CFEP, to provide/analyse a patient survey for the practice, however, they will no longer exist from 31st May 2023. Due to this, the practice have upgrading their subscription to the 'Advantage' package on Survey Monkey and intend on using this for a patient survey, as well as hard copies of the survey where needed. The survey will take place throughout the month of June.

A draft of the survey will be shared with the group prior to circulation. Once the results have been analysed these will be brought to the group for further discussion.

9. Round the table discussions

MH explained that she had recently being given a self help leaflet regarding ear care, prior to any appointments being made for ear syringing. LB explained that this is the protocol that is followed, self-care is promoted first and if this doesn't work an appointment can be arranged with a GP to establish whether syringing is needed.

DW had highlighted that the PPG notice board had been removed from the practice waiting area. LB/CH explained that this board had not been updated for several years and that all notice boards were being reviewed in the practice. CH suggested placing a PPG notice board in the foyer and also displaying PPG info on the television within the waiting area.

CH had drafted a PPG Info Leaflet for the group to review. JP explained that a couple of imaged had been changed, including adding a photograph of the practice to the front of the leaflet. The group confirmed that they were happy with this. CH will display this in the practice and on the practice website.

The draft constitution has been amended to include most CH's suggestions. There are still two suggested amendments that need further discussion and the draft constitution will be discussed at the next AGM.

MH is aware of someone that would like to join the group. The group reiterated that they are more than welcome to come along to the next meeting.

10. Date and time of future meetings

14th June

16th August

11th October

20th December