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## **Patient Participation Group Meeting Minutes**

**Wednesday 10<sup>th</sup> April**  
**9.30am**

**Attendees:** Chair PI, DC, LK, GA, JP, JW, JC, CH

**Apologies:** Vice Chair SP, Secretary DW (Secretary), MC, BH, MH, JD, LS, MD, CJ, LB

### **1. Introductions**

The group introduced themselves to the guest speaker.

### **2. Age UK, Digital Inclusion Service – Charles Chapman**

Charles introduced himself to the group and gave a summary as to the 'Digital Inclusion' service that Age UK Co Durham are currently offering. This service is to support people, aged 50 years and over, in the use of digital services and help them to learn new skills in a safe and secure way.

Charles explained that they have secured sponsorship from Believe Housing to help with this, particularly targeting people from the Crook and Willington area.

Charles has contacts from social prescribing teams, local community groups etc., which will enable wider engagement and generate referrals. PI suggested that DW could also help with this. Referrals can also be made by family and friends, CAB and self-referrals will also be accepted. At the moment Charles has sixty active clients and tends to get approximately thirty referrals per month. Due to this, recruitment is taking place for more volunteers.

Charles finds that supporting people with digital inclusion works better on a one-to-one basis, within the person's home. If a person doesn't have access to a tablet, for instance, Age UK Co Durham also offers a tablet loan scheme.

This service can also support people with the installation of broad band and work with providers to gain social rates for those that may be on benefits etc.

There are plans to work with the practice with regards to promoting this service along with the other services that Age UK Co Durham offer including mental health and wellbeing services and a variety of different activities.

JW offered support, if required, for those that have visual challenges and Charles acknowledged this.

### **3. Apologies for absence – DW, SP, MC, LB, JD**

### **4. Minutes of the meeting held on 21<sup>st</sup> Feb 2024**

Minutes are currently outstanding – **DW to action**

### **5. Any Questions Arising From The Minutes**

No questions as minutes are currently outstanding.

## **6. Confidential Contact Details Of PPG Members Have Been Agreed And Circulated**

All in attendance are happy with this.

## **7. Surgery Update CH Spring COVID Vaccine Campaign**

Full rollout is 22<sup>nd</sup> April.

Housebound patients are to be completed no later than the 6<sup>th</sup> May.

Campaign close will be 30<sup>th</sup> June.

Cohorts are:

- 75's and Over
- 6 months+ immunosuppressed. In the Spring campaign, pregnant women will now only be eligible if they are classed as immunosuppressed.

Invites, via text, will be sent out shortly for eligible patients to self-book.

### **Recruitment**

New HCA joins the practice on Monday, working 36 hours per week.

New Practice Nurse joins the practice on 21<sup>st</sup> May, working 36 hours per week.

New Receptionist (on fixed term contract to cover an up and coming maternity leave) joins the practice on 7<sup>th</sup> May, working 36 hours per week.

Dr Tang is now GP Partner rather than Salaried GP.

### **Thematic Info Re Complaints/Feedback**

From April 2023 to March 2024, we have received 13 formal complaints, all have been responded to other than one of them which is currently being investigated.

- 3 upheld, 6 not upheld and 3 partially upheld.
- 2 x delay in referral apologies given, processes reviewed.
- 2 x Unhappy with level of care, explanation given.
- 3 x unhappy with communication during consultation, explanations given
- 2 x Unhappy with medication changes/prescribing of meds, explanations given
- 1 x No follow up appointment made, apology given.
- 1 x Unhappy with GP appt that was offered, explanation given.
- 1 x Unhappy with customer service, nothing to change from this.

Friends & Family results, for March was very positive. Ratings were as followed:

Very Good - 61

Good – 6

Nether Good Nor Poor – 1

Poor – 1

Very Poor – 0

Don't Know - 0

General feedback re having an appointment cancelled at short notice, which was unavoidable.

### **Better Health At Work Award**

We are now working towards the silver award, a health needs assessment has been carried out and the following campaigns will take place this year:

- Physical Activity
- Mental Wellbeing
- Healthy Eating
- Women's Health

### **Practice Patient Survey/National GP Survey/Access Audit – Action Plan**

Further progression with the action since last meeting:

- Plan to introduce pre-bookable appointments from June/July

- Currently developing more space for clinical storage/workstations

### **Housing Development – High West Road**

CH highlighted the information shared locally regarding the new housing development that is going ahead at High West Road. This information included reference to increased resource for local health services. CH is in contact with the local councillor regarding this and is awaiting further information.

### **8. Feedback From PI Relating To Meetings Attended**

#### **County Wide PRG**

PI informed the group that the ICB workforce that supported this group has been cut back. Due to this, and the fact that actions don't seem to be taken forward, there may be an influx of resignations from this group.

PI also explained that TEWV representatives are also due to attend the next County Wide PRG meeting, whereby, issues will be raised that have been raised via members of our PPG.

### **9. Feedback From Meetings Attended Relating To NHS, BH**

BH had been in touch with PI re a section of the Metro Centre being used for NHS services. Others had heard this, however, were unsure as to what NHS services are planning to be delivered from this site.

### **10. Virtual Group, SP**

CH to set up meeting with sub-committee to move this forward.

### **11. Work Plan, SP**

The plan for a PPG e-mail account was discussed again, and it was agreed in principle (due to low number of attendees) that an e-mail account was not needed as there is an option for people to get in touch with the group directly via the practice's website. This option can then be advertised on the PPG notice board. CH also highlighted that the PPG notice board is still not populated with info and this needs to be addressed – **Need to get this signed off as an official agreement at next meeting where there should be more members in attendance.**

### **12. Round the table discussions, All**

CH, again, offered to support the group in putting agendas together, and taking minutes etc., if this was required due to IT issues or non-attendance at PPG meetings.

### **13. Date and time of the next meeting 12<sup>th</sup> June 2024**