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Patient Participation Group Meeting Minutes

Wednesday 12th June
9.30am

Attendees: Chair PI, Vice Chair SP, LK, GA, JP, MC, BH, MD, CH

Apologies: Secretary DW, MH, JD, LS, CJ, DC, JW, JC, LB

1. Introductions

None needed as no guest speaker in attendance.

2. Apologies for absence – DW, MH, JD, LS, CJ, DC, JW, JC, LB

DC has informed the secretary that he will not be attending any future meetings.

As CJ has missed the last three meetings the Chair made the decision to remove CJ from the PPG e-mail circulation list – **DW to action.**

3. Minutes of the meeting held on 10th April 2024

Agreed as an accurate recording of this meeting.

4. Any Questions Arising From The Minutes

CH highlighted that she doesn't have a copy of the following meeting minutes:

- 21st Feb'24
- August'23 (I don't think minutes were taken)
- October'23
- Dec'23
- **DW To Action**

CH informed the group that she is still awaiting further info re non-recurrent funding that the practice is due to receive in relation to the housing development at High West Road.

5. Confidential Contact Details Of PPG Members Have Been Agreed, Approved And Circulated

All in attendance are happy with this.

6. Agreement From All Members That Their Names Can Be Published As Serving On The PPG

All in attendance are happy with this.

7. Surgery Update

Spring COVID Vaccine Campaign

Started in mid-April and coming to an end on 30th June.

Although the cohorts for this booster were much smaller than in previous years, over 75's, care home patients and immunosuppressed only, the practice has vaccinated

720 patients to date and have more mop up clinics on 24th & 27th June. The uptake is just below 40% of eligible patients.

We're now beginning to plan the Autumn flu campaign and the information we have to date, which is very little, is that the government are looking to postpone the start of the campaign until the second week in October for everyone other than 2–3-year-olds and pregnant women. They would like most patients vaccinated by end of November which poses a logistical problem for practices. As yet there is no specific date for starting the campaign which makes it difficult for practices to plan.

We would normally commence second week in September at the latest, which is when our vaccines are delivered, so this has delayed the start of our campaign by 4 weeks. We will be looking to do 2 Saturdays in October, staff availability permitting, to give us a good start.

Because of the lack of information our initial plans will need to be a little fluid to accommodate any changes the government make in the campaign between now and then. As soon as things are finalised, we can then get comms out to all eligible patients.

Recruitment/Workforce

New HCA joined the practice last month, working 36 hours per week.

New Practice Nurse joined the practice last month, working 36 hours per week.

New Receptionist (on fixed term contract to cover maternity leave) joined the practice last month, working 36 hours per week.

Currently have a medical receptionist vacancy advertised, due to a retirement, closing date 14th June.

2 x GP Trainees are joining the practice in August.

Dr Wood and Dr Petrie are reducing their working days to two days per week, rather than three, from July'24.

Practice Nurse April Parker has completed her clinical skills training, awaiting results, and will provide 2 x minor illness clinics per week from 8th July'24.

Thematic Info Re Complaints/Feedback

From April 2024 to May 2024, we have received 3 formal complaints, all have been responded to other than one of them which is currently being investigated.

- 1 not upheld, 1 partially upheld.
- 1 x unhappy that LA were contacted re notifiable disease without informing the patient first.
- 1 x unhappy with entries made in medical record.

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

Very Good - 197

Good – 24

Nether Good Nor Poor – 3

Poor – 0

Very Poor – 3

Don't Know - 0

General feedback re

- Mix up with NHS Health Check/LTC Annual Review
- Long wait in telephone queue
- 3 week wait for blood test

Better Health At Work Award

We are now working towards the silver award, Mental Wellbeing campaign is currently taking place.

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

Further progression with the action plan since last meeting:

- Introduction of pre-bookable appointments from last week.
- Currently developing more space for clinical storage/workstations

8. Feedback From PI Relating To Meetings Attended

PI informed the group that issues he has raised consistently re TEWV, at the PRG Meetings, don't seem to have been actioned, however, he is continuing to follow this up.

PI discussed a presentation that had been given at the last PRG Meeting regarding the introduction of Fluoride to our water supplies and the effects that this may have. PI highlighted that there are discussions being had re the purpose of the PRG as the frequency of meetings held have decreased and some representatives feel that they are not listened to.

The next PRG Meeting will take place tomorrow.

9. Feedback From Meetings Attended Relating To The NHS, BH

BH had nothing to report as the sub-group from the locality prescribing meetings had not met for the past two years due to operational changes.

10. Virtual Group, SP

A sub-group met in May to discuss how we could move forward with a virtual group, and it was decided that a closed Facebook page would be the best option. SP has kindly set this up and has sent invites to the sub-group members. **SP will resend the invite to CH and CH will put together an opening statement/paragraph for this page. A photograph of the practice will also need to be added to this page.**

Once the discussed actions are complete, the closed Facebook page will be introduced to the whole group via individual invites.

11. Work Plan, SP

As mentioned above, progress is being made towards introducing a virtual group.

The action re an individual PPG e-mail address is now closed due to the introduction of the virtual group via a closed Facebook page.

The action re introducing a Media Policy is closed and this is now in place.

12. Update From JP On Header For PPG Notice Board/Leaflet

JP has had difficulties accessing e-mails, leaflets etc., due to IT problems. **CH will send JP the most up to date PPG leaflet that she has.**

CH reiterated the importance of this notice board being utilised.

The group agreed that information regarding the introduction of pre-bookable appointments could be displayed on this notice board. **CH will put a short paragraph together re this.**

CH informed the group that this notice board will stay in the entrance to the practice, however, the prescription box is going to be moved into the main waiting/reception area. This is due to security reasons.

13. Round The Table Discussions, All

SP asked how medication reviews took place as he is on certain medications that may require certain checks to be carried out and he hasn't been contacted for some time. SP also mentioned that some of his meds are issued for 30 days and some for 28 days. **CH will look into this and feedback to SP.**

MD highlighted that she has been receiving a lot more meds than she requires from Crook Pharmacy. She has highlighted this to Crook Pharmacy on more than one occasion, however, this still seems to be happening. **MD will contact the pharmacy again and CH will look at this from the practice side as well.**

MD also gave some very positive feedback in relation to how she had been navigated to an appropriate service who are providing her with the treatment that she needed.

MC asked if the practice promoted community events/free services that can be accessed. CH informed the group that this info is on the practice website, however, it may need updated. MC kindly provided CH with an up-to-date list.

14. A.O.B. With Agreement Of Chairman

Nil to discuss.

15. Date And Time Of Next Meeting 21st August 6.30 – 7.30pm

It was agreed that this meeting will take place at 9.30am.