

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



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

## **Patient Participation Group Meeting Minutes**

**Wednesday 21<sup>st</sup> August**  
**9.30am**

**Attendees:** Chair, PI, JP, MC, BH, JD, LS, JW, JC, AD, LB, CH

**Apologies:** Secretary, DW, Vice Chair, SP, LK, GA, MH, MD,

### **1. Introductions**

A round of introductions were given due to new attendee joining the meeting following an expression of interest in joining this group.

### **2. Apologies for absence**

Apologies received from the following:

- DW
- SP
- LK
- GA
- MH
- MD

### **3. Minutes of the meeting held on 12<sup>th</sup> June 2024**

Agreed as an accurate recording of this meeting.

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

- 21<sup>st</sup> Feb'24
- August'23 (I don't think minutes were taken)
- October'23
- December'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.

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

None received.

### **5. Welcome To AD Who Has Expressed An Interest In Joining The PPG**

All in attendance welcomed Andrea to the group.

### **6. Surgery Update**

**Autumn COVID Vaccine Campaign/Flu Campaign**

North House vaccinated just under 1000 patients in the Spring COVID campaign. We're now in the process of trying to organise the winter campaign but as yet are still awaiting further instruction from NHS England.

There is to be a meeting at the end of August so hopefully more information then.

The start date has been delayed until 4<sup>th</sup> Oct and at present we do not know if we will have COVID vaccine to administer at the same time.

We are planning 2 x large clinics on 5<sup>th</sup> October & Saturday 12<sup>th</sup> October to vaccinate as many as possible as we have over 6000 eligible patients.

### **Introduction Of RSV Vaccination Programme**

All adults turning 75 years old on or after 1 September 2024 will be offered a single dose of the RSV vaccine on or after their 75th birthday. A one-off catch-up campaign for those already aged 75 to 79 years old on 1 September 2024 will also take place with the aim of completing the majority by 31 August 2025. To offer the best protection, we aim to vaccinate as many people as possible during September and October 2024 prior to the expected RSV season. We will be contacting all eligible patients in due course.

All women who are at least 28 weeks pregnant (the eligible cohort) on 1 September 2024, will also be offered a single dose of the RSV vaccine, through midwifery services. After that, pregnant women will become eligible as they reach 28 weeks gestation and remain eligible up to birth. The ideal opportunity to offer vaccination would be at the 28-week antenatal contact (ANC), following prior discussion at the 20-week ANC.

### **Recruitment/Workforce**

New Receptionist joined the practice this month, working 37 hours per week.

2 x GP Trainees have also joined the practice this month. Dr Gill and Dr Limula.

Practice Nurse April Parker has completed her clinical skills training and will start a non-medical prescribing course in September.

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

From April 2024 to July 2024, we have received 8 formal complaints, four have been responded to and four of them which are currently being investigated. Three of these complaints are from the same patient.

- 2 not upheld.
- 2 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.
- 1 x re medication request that hadn't been processed that day and a referral that had never been requested.
- 1 x re medication requested that would never be initiated in primary care.

Removal of one patient due to being verbally aggressive and very intimidating towards a GP. This patient was removed for eight days, as per NHS protocol. If the patient re-registers with the practice, and behaves in this manner again, the police will be informed and the patient will be removed for at least one year.

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

We are now working towards the silver award, Mental Wellbeing campaign is currently taking place. Most recent activities included a presentation from the Community Drug And Alcohol Team, as well as a Day In The Life Of Session where staff met with other team members and described their typical working day including the negative and positive aspects.

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

Outstanding Actions From Patient Survey Action Plan:

- Currently developing more space for clinical storage/workstations
- PPG to enhance their notice board in the reception/entrance to the practice.
- PPG to actively run campaigns to promote services that the practice provides.

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

PI missed the last PRG meeting, however, does intend on attending the next meeting which is scheduled next month.

**8. Feedback From Meetings Attended Relating To The NHS, BH**

Nothing of note to feedback.

**9. Virtual Group, SP**

SP submitted his apologies so an update will be given at the next meeting.

**10. Work Plan, SP**

SP submitted his apologies so an update will be given at the next meeting.

**11. Update From JP Notice Board/Leaflet**

A discussion was had regarding the fact that this notice board has still not been utilised by the group. It was agreed that **JP and JDH will populate the notice board prior to the next meeting.** CH explained that if any posters/leaflets etc., needed to be printed then the practice would be happy to accommodate this.

All in attendance agreed that if the notice board has not been utilised by the next meeting, then the practice will make use of this notice board instead.

**12. Round The Table Discussions, All**

JP informed CH that there is still a COVID poster on main door into the practice, stating that if you have COVID not to enter the practice. **CH will check and remove the poster if this is still displayed.**

There was also some feedback given regarding the telephone automated message and that this also still includes information regarding covid etc. **CH will check this.**

**13. A.O.B. With Agreement Of Chairman**

Nil to discuss.

**14. Date And Time Of Next Meeting 9<sup>th</sup> October, 9.30am**