

MINUTES
PATIENT AND PUBLIC INVOLVEMENT GROUP MEETING
Wednesday, 26 June 2013, 6.00 – 7.00pm

Present:

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| Theresa Huddart | Practice Manager (Chair) |
| C H Darling | General Practitioner (The Surgery) |
| Judith Metcalf | Patient |
| Alison J Moodie | Patient |
| John A Moodie | Patient |
| Akinyinka A Sobo | Patient |

Apologies:

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| Christopher Clarke | Patient |
| Kathleen Hawkins | Patient |
| John E Hood | Patient |
| Jill Larke | Patient – membership via email/mail/telephone |
| William Locke | Patient |
| James Money | Patient |
| Marion Murray | Patient |
| Diane Oxley | Patient |
| Stella Robson | Patient– membership via email/mail/telephone |
| Judy Salkeld | Patient– membership via email/mail/telephone |
| Doreen Taylor | Patient– membership via email/mail/telephone |
| William B Walker | Patient |

| 1. & 2. | Chair's Welcome and Apologies | Action |
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| | <p>Dr Darling and Theresa welcomed all to the meeting. Apologies for the meeting were noted. Theresa confirmed that there had been no comments received on agenda items from members who had given apologies for not being able to attend the meeting.</p> <p>It was agreed that Mr Sobo will chair the next meeting.</p> | |
| 3. | Minutes of Previous Meeting held 16 January 2013 and Matters Arising | |
| | Minutes of meeting held on 13 March 2013 were agreed as a true and accurate record. | |
| 4. | Matters Arising | |
| | No matters arising. | |

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| 5. | Care Quality Commission | |
| | Theresa outlined the role of the Commission who is the regulator of general practice and circulated 'A guide for working together – The Care Quality Commission (CQC) and patient participation groups'. The guide explains that the CQC is keen to involve members of the patient participation group for views and experiences when they inspect the practice. Theresa explained that when the practice has their visit, it would be expected that members of the group could be contacted and speak with the inspectors to give their view of the services. Members in attendance agreed that they could be contacted in future. | |
| 6. | Patient Complaints/compliments | Action |
| | Theresa confirmed that there had not been any complaints received since discussed at the last meeting in March 2013. The practice had received one query through the patient advisory and liaison service which has been resolved. | |
| 7. | Patient Survey 2012/13 | |
| | <p>Members discussed the action plan from the patient survey undertaken earlier this year. They were pleased to note that the practice had obtained the services of female GP locums in the absence of Dr Janet Browell. They were also pleased to note that the practice had highlighted the use of the bike rail. Theresa informed members that she had contacted Newcastle City Council re parking issues on a number of occasions. Unfortunately the Council were unable to offer any change in the current parking arrangements. The members noted that the practice leaflet had been updated to include transport availability and parking arrangements. It was agreed to add a further sentence within the practice leaflet to highlight to patients that they park legally and not to take risks as there is a mobile 'eye' to detect illegal parking and that patients have received fines.</p> <p>The members discussed the practice website and 'hit' rate and wished to know the numbers of patients accessing the site and what parts of the site were most popular. Theresa to bring detail back to the next meeting.</p> <p>It was agreed to finalise questions for the patient survey to be undertaken in 2013/14 at the next meeting. Members wanted to canvas patients' experiences, either as a patient or a carer, on residential and nursing care. Members wanted patients to give a brief outline of their experience. It may be that the group could identify carer support and the practice could be the conduit to signposting patients and carers to the most appropriate support.</p> <p>The group spent some time in discussing their roles within this group and how best to make it fit for purpose. It was agreed to discuss at the next meeting.</p> | |
| 8. | Clinical Commissioning - update | |
| | Dr Darling informed members that the practice was currently undertaking work on referrals for cardiology, orthopaedics and dermatology to inform commissioning on the pathways for these services. Work was also being undertaken on looking at A&E and urgent attendances of patients with specific complaints to see if the practice could look at ways of improving access within primary and secondary care. | |

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| | <p>Theresa updated members on new enhanced services that the practice would be participating in, ie:</p> <ul style="list-style-type: none"> • Risk profiling and care management scheme • Improving patient online access for booking of appointments and repeat prescriptions. • Remote care monitoring (preparation) scheme • Dementia care <p>The new services were duly noted.</p> <p>Dr Darling explained that the practice provided extended hours on a Monday and a Saturday according to patient demand. However, the last Saturday session was not fully booked and this has happened on a number of occasions. He confirmed that patients were requesting more evening appointments to fit in around their work commitments. Dr Darling informed members that access to appointments was closely monitored on a daily basis and that the doctors were keen to offer more evening appointments. He asked the group if they would object to the practice offering more late evening appointments instead of Saturdays when patient demand warranted this. All members agreed. Theresa will inform NHS England and request their permission to alter extended hours in accordance with patient demand.</p> | |
| 8. | Close and Next Meeting | |
| | Meeting closed at 7.05 pm. | |
| | Next meeting: Wednesday, 25 September 2013, 6.00 – 7.00pm, The Surgery, 200 Osborne Road, Jesmond, Newcastle upon Tyne. | |