

Dr Janet Browell
 Dr Ben Davies
 Dr Sarah Nicholson

The Surgery
 200 Osborne Road
 Jesmond
 Newcastle upon Tyne
 NE2 3LD

PATIENT AND PUBLIC INVOLVEMENT GROUP MEETING

Tuesday 27th January 2015

12.00pm – 1.00pm

Present:

Dr B M Davies	General Practitioner (The Surgery)
Dr S L Nicholson	General Practitioner (The Surgery)
Catherine Armitage	Practice Manager
Christopher Clarke	Patient
Alison J Moodie	Patient
John A Moodie	Patient
William B Walker	Patient

Apologies:

John Edward Hood	Patient – membership via email/mail/telephone
Jill Larke	Patient
Marion Murray	Patient
Diane Oxley	Patient
Stella Robson	Patient – membership via email/mail/telephone
Judy Salkeld	Patient – membership via email/mail/telephone
Yinka A Sobo (Chair)	Patient

1.	Introductions	Action
	Catherine Armitage introduced herself to the group and gave some background on her previous posts.	
2.	Apologies for Absence	
	Apologies for absence were received from Mrs Jill Larke, Mrs Marion Murray and Mr Yinka Sobo.	
3.& 4.	Minutes of Previous Meeting held 14 th May 2014 and Matters Arising	
a	Minutes of meeting held on 14 May 2014 were agreed as a true and accurate record. Copies of action plan for 2014-15 to be forwarded to group once located.	Catherine
b	Matters Arising a) Patient waiting area and reception Catherine outlined the refurbishment programme for the waiting area and reception areas. Work is ongoing. There was discussion around information displays within the waiting room and around the benefits of introducing a quarterly newsletter.	

	<p>b) SystemOne (Clinical System)</p> <p>There was discussion around the intermittent nature of the online clinical system. Mr Moodie reported that he had had technical difficulties on occasions but had discussed this with Barbara Lindsay (Deputy Practice Manager).</p> <p>c) Patient Group Flyer</p> <p>There had previously been discussion about creating a flyer for the Patient Participation Group to be handed out to newly registering patients as well as young mothers at baby clinic in order to try and increase membership from currently unrepresented areas of the practice population.</p> <p>Catherine to generate flyer for distribution</p>	Catherine
5.	Care Quality Commission (CQC)	Action
	<p>The PPG were informed that notification had been given that inspections within the Newcastle North and West CCG area were taking place during February 2015. Catherine agreed to update the group should they receive a date for inspection. There was discussion on patient input into the inspection process and members of the group were still happy to be involved in any future inspection should they be required.</p>	Catherine
6.	Friends and Family Test	
	<p>Catherine informed the group about the new requirement of the Friends and Family Test which has been introduced to General Practice from December 2014. Feedback had been limited so far, but all feedback received had so far been of the "excellent" variety and discussed the ease of obtaining appointments and the approachability of the staff.</p>	
7.	Online Access	
	<p>The group were informed about the Government requirements to improve patient online access. In line with this the practice has to offer patients the opportunity to view their brief medical record summary from 31st March 2015. A couple of PPG members volunteered to trial this before the go-live date.</p>	Catherine
8.	Staff Uniform	
	<p>Catherine informed the group that as from 1st February 2015 all administrative staff would be wearing a uniform and all staff would be wearing a name badge. It was hoped that this would improve the patient experience. The response from the PPG was positive and that it would be beneficial to patients to be able to 'pinpoint' staff members.</p>	
9.	Any Other Business	
	<p>a) Practice Website</p>	

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	<p>It was felt that it would be useful if the practice website contained links directing patients to further self-care information. Both Dr Davies and Dr Nicholson felt that the nhs choices website, along with the patient.co.uk website would be the most beneficial.</p> <p>Catherine to update website with links for these websites</p> <p>b) Monitor within the Waiting Room</p> <p>Discussion was had around a screen in the waiting room that could provide further patient information. Something to look at with regards to 2015-16 actions.</p>	<p>Catherine</p> <p>Catherine</p>
9.	Next Meeting	
	Next meeting: To Be Confirmed	Catherine
6.	Close	
	Meeting closed at 1:00pm.	

DRAFT