

Dr Harry Darling  
 Dr Janet Browell  
 Dr Ben Davies

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

## PATIENT AND PUBLIC INVOLVEMENT GROUP MEETING

Wednesday 25 September 2013

6.00 – 7.00pm

**Present:**

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

**Apologies:**

Christopher Clarke	Patient
Jill Larke	Patient – membership via email/mail/telephone
Marion Murray	Patient
Diane Oxley	Patient
Stella Robson	Patient – membership via email/mail/telephone
Judy Salkeld	Patient – membership via email/mail/telephone
Akinyinka A Sobo (Chair)	Patient
Doreen Taylor	Patient – membership via email/mail/telephone
William B Walker	Patient – membership via email/mail/telephone

1.	Welcome and Introduction	Action
	In the absence of the Chair, Mr Akinyinka Sobo, Mrs Alison Moodie chaired the meeting. Apologies for the meeting were noted. It was also noted that Mrs Judith Metcalf had resigned from the group.	
2.	Minutes of Previous Meeting held 26 June 2013 and Matters Arising	Action
a	Minutes of meeting held on 26 June 2013 were agreed as a true and accurate record.	
b	Matters Arising No matters arising as matters to be discussed on formal agenda.	
3.	Practice Update	Action
	<p>Dr Darling confirmed that he is retiring from general practice with effect from 31 March 2014. A new partner is currently being recruited to replace him. The members expressed their thanks to Dr Darling for all his years of service and that he would be greatly missed by his patients.</p> <p>The practice's first GP trainee, Dr Lara Khoury, commenced in August 2013. Dr Khoury will be with the practice until February after which a further trainee for six months will join the practice.</p> <p>Rotavirus, shingles and flu immunisations are underway with the first 'flu' clinic planned for Saturday, 5<sup>th</sup> October.</p>	

<b>4.</b>	<b>Practice Website</b>	
	Mr Moodie stated that he welcomed the practice's new website. He felt that he could offer his services to the practice as this was his area of expertise and would willingly work with Barbara, deputy practice manager, to help her to continue to improve the site. Dr Darling thanked Mr Moodie for his offer and welcomed his support. It was agreed that Dr Darling would discuss with Barbara and agree a date in the immediate future.	<b>CHD/Mr Moodie</b>
<b>5.</b>	<b>Patient Waiting Area and Reception</b>	
	Members visited the patient waiting area and reception and discussed how these areas could be improved. Dr Darling agreed with members that only statutory notices and immediate health campaigns should be placed on the walls of the waiting area, whilst other health information could be filed within an A4/A3 file and placed where patients could access easily and browse through at their leisure. It was agreed that Theresa obtain quotes for additional notice boards and redecoration.	<b>Theresa</b>
<b>6.</b>	<b>Practice Survey 2013/14</b>	
	The members agreed questions for the patient survey. They were keen to ensure that the questionnaire was not lengthy and was meaningful. They did not want to repeat some questions as in previous years such as 'appointments'. They felt that the surgery offered a really good service to patients but wanted to ask patients for their experiences and especially wanted to increase awareness of obtaining appointments and ordering of repeat prescriptions via the practice website. They also wanted patient views on the use of posters and information leaflets in the reception area and support for carers. Questions were agreed and Theresa would draft the survey and circulate to members for opinions. It was hoped that this survey could commence in early October to capitalise on the large numbers of patients attending for flu immunisations.	<b>Theresa</b>
<b>7.</b>	<b>Next Meeting</b>	
	Next meeting: Wednesday 15 <sup>th</sup> January 2014, 6.00 – 7.00pm, The Surgery, 200 Osborne Road, Jesmond, Newcastle upon Tyne.	
<b>9.</b>	<b>Close</b>	
	Meeting closed at 7.15pm.	