

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, 15 January 2014

6.00 – 7.00pm

**Present:**

Dr C H Darling	General Practitioner (The Surgery)
Theresa Huddart	Practice Manager
Yinka A Sobo (Chair)	Patient
Alison J Moodie	Patient
John A Moodie	Patient
William B Walker	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
Doreen Taylor	Patient – membership via email/mail/telephone

1.	Chair's Welcome	Action
	Mr Akinyinka Sobo (Chair) welcomed all to the meeting.	
2.	Apologies for Absence	
	Apologies for absence were received from Mr Christopher Clarke and Mrs M Murray.	
3.& 4.	Minutes of Previous Meeting held 26 June 2013 and Matters Arising	
a	Minutes of meeting held on 25 September 2013 were agreed as a true and accurate record.	
b	<p>Matters Arising</p> <p style="margin-left: 20px;">a) New partner Dr Sarah Nicholson will join the practice on 1 April 2014 and will work 3 days.</p> <p style="margin-left: 20px;">b) New GP trainee Dr Lara Khoury will remain with the practice until 4 February 2014. Dr Daniel Bloom will join the practice 7 February 2014.</p> <p style="margin-left: 20px;">c) Flu Immunisation Practice campaign went well and as a result achieved a target of over</p>	

	<p>75%. The campaign will finish at the end of January 2014.</p> <p>d) Practice Website</p> <p>Mr Moodie reported that he had met with Barbara Lindsay, Deputy Practice Manager, and discussed areas of importance of the practice website. Mr Moodie suggested some changes and Barbara will be instigating some changes as a result of their discussion.</p> <p>e) Patient waiting area and reception</p> <p>Members of the group felt there had been a great improvement in the waiting area with new notice boards and a 'tidy up' of posters and leaflets. It was noted that patients would be able to see straight away the procedures for compliments and complaints, regulatory information on CQC etc and particularly liked the themes on information on health. They were pleased to hear that plans for redecoration were in place and noted that work would commence in February/March.</p>	
<b>5.</b>	<b>Care Quality Commission Update</b>	<b>Action</b>
	<p>The practice has not received a date for its visit as yet. Theresa informed members of visits to practices in Newcastle were underway and so far had been a very positive experience. Members confirmed that they would be willing to speak to the inspectors if required.</p>	<b>Members</b>
<b>6.</b>	<b>Patient Survey</b>	
	<p>Theresa reported that the survey was underway. The practice had to obtain 250 completed surveys (5% of the practice population). A report would be compiled and circulated to all members for their comment and agreement. Members wished that this be done by email and not simply to have a meeting just to discuss and agree.</p> <p>Mr and Mrs Moodie discussed the low numbers of members and hoped that volunteers would come forward and put themselves forward as a result of the survey. They felt that the group should be more proactive in approaching friends and neighbours, particularly younger members, in joining the group. They agreed to undertake some work on this.</p>	<b>CHD/Mr Moodie</b>
<b>7.</b>	<b>Next Meeting</b>	
	<p>Next meeting: Wednesday 14 May 2014 from 6pm to 7pm at The Surgery, 200 Osborne Road, Jesmond, Newcastle upon Tyne.</p>	
<b>6.</b>	<b>Close</b>	
	<p>Meeting closed at 6.45 pm.</p>	