

**Patient Participation Group Meeting Minutes**  
**Tuesday 24<sup>th</sup> February 2015**  
**4.45pm – 5.45pm**

**Attendees:**

Darren Berry [DB] Practice Manager  
R Wilson [Chair]  
G Catnach

Dr A McCubbin [AMC] GP Partner  
W Bagnall  
V Todd

**Review of minutes from 30<sup>th</sup> September 2014**

These were agreed by the attendees.

**Updated on Staffing Changes**

DB advised that Dr Moor had now left Woodlands Park Health Centre and relocated out of the area. The partners are in the process of recruiting for a replacement, and interviews were scheduled to take place on 13/14 March 2015.

Dr McCubbin advised that less doctors coming through training were looking for a role in General Practice and were opting to work in Secondary Care, which is causing an impact upon availability of GP's in practices.

**Section 106 Funding – Update**

DB advised that NHS England had agreed with the practice's proposals and plans to utilise the Section 106 funds from the 5 Mile Park Development. The next step will be to obtain agreement from the ward councillor; Cllr Muriel Green and also from NHS North Tyneside CCG.

**Action:** DB is coordinating this activity.

**Friends and Family Test**

DB provided an update on the Friends and Family Test feedback for the practice. All GP practices in England are contractually required to obtain feedback from patients, which is then submitted to NHS England and will be used on the NHS Choices website [www.nhs.uk], to allow patients to see feedback on the GP Practice before deciding to register or not.

Patients at Woodlands Park Health Centre are able to feedback by completing feedback cards on Reception or by completing a survey on the practice's website; [www.wphc.org.uk](http://www.wphc.org.uk)

The question that is asked is:

***“We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”***

Feedback for Woodlands Park Health Centre is at both ends of the spectrum with patients rating the practice as extremely likely to recommend or extremely unlikely to recommend.

The PPG group suggested raising awareness at the self-check in screen of the friends and family feedback as a lot of patients may not be aware of the opportunity to feedback.

**Action:** DB to arrange

### **PPG Roles and Responsibilities**

DB discussed the possibility of the PPG members becoming more involved to raise awareness of the PPG and what it entails and secondly to take responsibility for a dedicated PPG noticeboard.

**Action:** DB to arrange a meeting for PPG members to meet without DB in attendance to progress this.

### **Update from Dr McCubbin / NHS North Tyneside CCG**

AMC advised that there were financial pressures affecting NHS North Tyneside CCG due to the local trusts seeing more patients than had been planned for / financially provided for.

The CCG is looking into new ways of working; New Models of Care, which could potentially be piloted in the North West of North Tyneside CCG, i.e. ourselves and other local practices to try and provide a dedicated resource for those patients who use primary and secondary care extensively and may be able to be managed more appropriately in a one stop shop.

AMC also advised that the practice had a new GP Registrar; Dr Amy Hilton who was at the practice on her final rotation as part of her training, before becoming a fully qualified GP.

### **Date of next meeting to be confirmed**

DB to provide details of potential dates in June / July