

Patient Participation Group [PPG] Meeting Minutes Tuesday 17th May 2016, 4.45pm – 6pm

Attendees:

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

Dr Alan McCubbin [AMc] GP Partner
A Bell
N Peacock

Review of minutes from 17th December 2015

These were agreed by the attendees.

Matters arising

Photo Display in Reception

DB advised that the partners had looked into the cost of producing a photo display in Reception, and the costs to provide a professional display board, was cost prohibitive.

Agenda Points

Section 106 Funding Update

DB advised that sign off had been agreed by North Tyneside Council with regard to the section 106 funds, which had been allocated to Woodlands Park Health Centre. The revised plan due to the reduced funding is to focus on the following areas:

- Improvements to entrance to Reception- External and internal doors
- Reception Improvement – New flooring and redecoration
- Staff Reception Area to be remodelled to improve operational efficiency

DB was liaising with the nominated construction company, landlord, insurers to finalise their requirement to allow the final go-ahead to the project. Once commenced, this is anticipated to take 4 – 6 weeks in total.

Telephony Update

DB advised that the new telephony system had been installed in February 2016, and had provided additional incoming lines into the practice. Patient feedback has been excellent, there will still be the occasional engaged tone during the morning rush from 8:30am, however after this time, calls will be answered in a timely manner.

Concerns were raised about the volume of the introductory message, however DB had advised that this had been re-recorded at a higher level and there had been no further concerns raised about the volume since the initial implementation. If there are ongoing concerns this would be reviewed, however it may be the patient's own telephone which needs the volume increasing rather than the practice telephony system.

Patient Survey

DB advised that following the CQC inspection, the practice advised they would carry out a repeat patient survey to obtain comparative feedback, as the last patient survey was carried out

2 years ago. DB wanted to acknowledge that there had been previous concerns from the PPG about the number and frequency of surveys carried out by the practice.

AMC advised that individual clinicians need to carry out their own patient feedback, and that there is an ongoing friends and family feedback questionnaire in place.

Practice Newsletter

DB advised that he was looking to introduce a patient newsletter which would be distributed in reception and on the practice website. DB asked if there could be a PPG section, where a member of the PPG could provide a small report on the PPG, this was agreed.

DB advised the intention was to commence with a Summer patient newsletter.

North Tyneside Clinical Commissioning Group Update

AMC provided an update on the following areas

- Ongoing financial deficit which North Tyneside CCG is encountering
- Referral Management Scheme – This is in place to ensure that referrals from GP practices to secondary care are in line with national guidelines, this is limited to specific specialties and urgent and suspected cancer referrals are not included.
- Accountable Care Organisation [ACO] Development

North Tyneside Urgent Care Consultation

The consultation has now ended, and the decision on the future of urgent care in North Tyneside will be informed by NTCCG later in the year.

AOB

Access to Patient Online Records

DB advised and demonstrated that patients could now request access to a summary of their patient records, which provided a summary of their conditions, tests, recalls etc.

F2 Doctor

Woodlands Park Health Centre is a GP Training practice and we usually have a GP Registrar on placement with the practice for 6 months at a time. These registrars wish to work as a GP following completion of their training.

Additionally the practice will now be offering a 4 month training placement to qualified F2 level Doctors who currently work at the local Foundation Trust Hospitals, to develop their understanding of primary care.

Date of next meeting

November / December 2016, date to be confirmed.