

## Minutes of PPG group meeting

01<sup>st</sup> August 2017

### Attendees:

**Chair** Cathi Penman, Florence Gunn, Lesley Blakeston, Gaynor Mitchell, Linda Donaldson, Sheila Brown, Marjorie Robinson, Yvonne Cavanagh

**Apologies**, Tim Wright, Clare Furey, Marion Cummings

Eveline Robbie has resigned from group as no longer living in area

### Minutes of last meeting

Agreed a s a true record

Fund raising event ; Huge success, brought Pallion health centre together as a team, raised £1,572 . The group acknowledged the success and thanked the steering group for the hard work

**Inclusion North:** GM attended a meeting, this group discusses Sunderland issues. GM attends the carers network, this group acknowledged the good work PFP has taken for carers. Gaynor would like to submit a report of the activities undertaken, she will circulate to group members before submitting. **Group agreed to submit information to inclusion North once agreed**

**Learning disabilities** It is standard practice in PFP for easy read letters to be sent to patients with learning disabilities, further work with screening is being undertaken in the practice for LD

**MJOG-** LB asking if members had received texts- informed group these will be a two way message system which could ultimately relay messages to patients, this would save money on stamps, staff time, envelopes and printing.

**Contact details-** Practice staff continue to update patients details to enable contact through text

**EMIS-** system can be developed if enough need for a service

**The Path to Excellence** SB Attended this forum and found it very informative, she will attend further events and feedback outcome Further dates and times of events to be circulated to members of the group

**NELA** CP updated group on NELA training- deadline for applications 12/08/17

SB once again commented on the services she and her husband receive from the practice

**Appointment times** After discussion the group agreed the appointment system will never be suitable for everyone

**Staff update** GM would like a list of current staff on website, this is current, however F2 staff are not added due to the short time they are with us. (LB) Brief update of current staff situation, new GP to commence employment in September, Dr Dhariwal to continue to locum for the near future

On duty clinicians FG suggested a board we could change daily to let patients know who is on duty to stop the reception staff repeating who is on duty to all patients. (LB ) will look at a board

Next meeting- agreed to keep to time and date as previously agreed **Oct 3<sup>rd</sup> 6pm**