

MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING  
16<sup>TH</sup> APRIL 2013

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PRESENT:

Lesley Wilson	Practice Manager
Clare Furey	Administration Supervisor
Marjorie Robinson	Patient
Sheila Brown	Patient
Gaynor Mitchell	Patient
Eveline Robbie	Patient
Dave Harris	Patient
Tim Wright	Patient

APOLOGIES:

Florence Gunn	Nurse Practitioner
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- Minutes of last PPG meeting discussed. LW explained the problems with telephone messages and also what happens when patients use the 111 number. **Agreed that 111 number should be put onto the website.**
- CCG PPG Locality meeting feedback given by GM and SB. GM received a reply from Gloria Middleton regarding the list of questions she had put forward at the meeting (has been e-mailed to all PPG members). For future locality meetings group to agree on any questions they wish to put forward. SB has received an e-mail with Terms of Reference, Plan on a Page etc from Julie Whitehouse, Patient Experience Officer which she will forward to **CF so that it can be forwarded to the rest of the PPG. The next West Locality meeting is on 23<sup>rd</sup> April from 10.30 – 12.20 at Pallion Health Centre.**
- Summary Care Record System discussed. LW advised that our practice computer system can not link to the site at the moment and will inform the group if there are any changes.
- Practice Newsletter and website discussed. Newsletters are on the website from 2012 **CF to check whether newsletters from 2011 are still on computer and if so will arrange to have them put onto website.** GM has written article regarding the Carer's Centre to be put into next issue of the newsletter and include link to Carers Centre's website. GM asked what the practice can do to help patients with learning disabilities – advised Hazel Taylor has a learning disability/mental health clinic and CF has designed easy to understand healthy living information leaflets which are given to the patients when they attend the clinics. GM had a meeting with Rachel Senior Social Worker CHS to discuss special arrangements for adults with LD on admission to hospital. CF given notes of meeting. **GM to get further information and CF will design leaflet advising LD patients of procedure for admission.**

Other topics for newsletter to include advice as to where information can be obtained and what we already actually offer in the practice.

In future the PPG Report is to be done in consultation with the PPG. TW advised that there are parts of the report which are incorrect – **TW to discuss with LW**

It was agreed that the website is set out better now and LW suggested that **Wendy Johnson, IT Manager be asked to attend a meeting to discuss the website further.**

- Practice Update. LW advised that Mondays open access had become very busy and she is in the process of amending clinicians hours and has increased the amount of slots available.
- Patient Questionnaire. The clinicians are to be advised of the various comments from the patients. **The results of the questionnaire are to be published on the website.**
- Future meetings. It was agreed that future meetings should be on the last Tuesday of the month from 6-7pm, the next one being **25<sup>th</sup> June. Following dates are: 27<sup>th</sup> August, 29<sup>th</sup> October.**

**MINUTES OF THE PATIENT PARTICIPATION GROUP  
MEETING  
25<sup>TH</sup> JUNE 2013**

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**PRESENT**

Lesley Wilson	Practice Manager
Clare Furey	Administration Supervisor
Florence Gunn	Nurse Practitioner
Tim Wright	Patient
Gaynor Mitchell	Patient
Eveline Robbie	Patient

**APPOLOGIES**

Marjorie Robinson

- Minutes of last meeting discussed and agreed.

**MATTERS ARISING**

- Website would be updated to include 111 information.
- The IT manager is dealing with uploading the Newsletters – there are problems uploading the front page.
- Voicemail message needs to be updated by the network who are at present having problems updating it.
- PPG report in future will be discussed with the group before being submitted. Agreed that this would be at the January 2014 meeting.
- LW – practice is open to suggestions re virtual PPG which may attract younger members.
- Patient survey results are to be added to website. The clinicians are aware of the results of the survey.
- Patient survey action plan to be passed to PPG members.

**LEARNING DISABILITIES**

- GM updated on her meetings with Ashley Taylor from the Hospital Liaison Service for People with Learning Disabilities and meeting with CF. CF informed group of a selection of easily understandable information booklets that the practice have developed to assist patients with learning disabilities. The clinicians in the practice have all been informed of the Liaison service and a leaflet explaining the role of the Liaison service and how to contact them, will be given to the patient/carer when they are referred to the hospital.
- FG advised there are plans to have similar system for people with Dementia who are going into hospital.

## **CCG, PPG LOCALITY MEETINGS.**

- Nobody from the group attended. GM was sent minutes which she will pass to CF to e-mail to the group. Hazel Taylor, Nurse Practitioner at the practice is attending the locality meeting at Silksworth on 26.6.13. If anyone has any points that they want to be taken to the next CCG/PPG meeting to be passed to GM./ SB.

## **PRACTICE UPDATE.**

- There has been a lot of disruption in the practice due to the computer system upgrade as well problems caused by the hospital computer system being upgraded.
- Online access for patients to book appointment is available in the practice and online ordering of repeat prescriptions is being developed.
- The recent problem with the self check in was caused by the computer system upgrade.
- The CCG are promoting a survey with GP practices on A&E visits which will hopefully identify trends enabling practices to make improvements in appointment types and referrals being made within primary care rather than being referred to A&E. The pathway for this is being developed by consultants and GPs.
- The practice will be offering two new vaccines – Rotavirus for babies aged 2 month and 3 month only. Shingles vaccine for 70 year olds and 79 year olds only.
- GM asked whether, if a patient felt they needed a referral and was seen by a senior GP who refused as he felt it unnecessary and the patient then went to a different GP in the practice the patient would automatically be refused a referral. FG and LW advised that each GP makes their own clinical decision and would not be influenced by the decision of the senior GP.

**DATE AND TIME OF NEXT MEETING – August 27<sup>th</sup> 2013 6.00pm – 7.00pm**

**MINUTES OF THE PATIENT PARTICIPATION GROUP  
MEETING  
27<sup>TH</sup> AUGUST 2013**

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APOLOGIES: Lesley Wilson, Practice Manager  
Gaynor Mitchell, Patient

PRESENT: Clare Furey, Administration Supervisor  
Florence Gunn, Nurse Practitioner  
Sheila Brown, Patient  
Eveline Robbie, Patient  
David Harris, Patient  
Tim Wright, Patient

- Minutes of last meeting agreed correct.
- Patient survey result details are now on the website.
- Patient Survey – Action Plan is being dealt with by Lesley Wilson.
- 111 information is on the website under practice information/emergency.
- The voicemail message has to be changed on the day of training days and then changed back the following morning.
- FG is going to e-mail PPG locality CCG minutes to CF to forward to the group members.
- CCG PPG Locality Meeting – no members of the group were able to attend.
- PPG Action Plan priorities for 2012 – 2013 to put on website.
- Action plan for 1013-2014 - TW – training and education for patients from for example – Diabetes UK, MacMillan Nurse, etc with question and answer sessions. FG – The practice has no funding available for this but some organisations are willing to stage meetings at no cost to the practice but the request should come from the group. FG suggested that the group may be able to take some ideas from CCG Plan on a Page” Other ideas for the action plan are to be sent by members of the group to TW. TW to e-mail members of the group the CCG Plan on a Page. SB suggested promoting the Pulmonary Rehabilitation Service Meetings at Grindon Lane to patients in this practice with COPD.
- Practice Newsletter – unable to upload the first page onto the website. CF now designing the newsletter using Word instead of Publisher. CF will e-mail next issue as soon as it is completed.
- **Date of next meeting: OCTOBER 29<sup>th</sup> 2013**

# MINUTE OF THE PATIENT PARTICIPATION GROUP MEETING

29<sup>TH</sup> October 2013-10-31

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Apologies: Dave Harris – Patient (DH)  
Marjorie Robinson – Patient (MR)  
Evelyn Robbie – Patient (ER)

Present: Lesley Wilson – Practice Manager (LW)  
Florence Gunn – Nurse Practitioner (FG)  
Clare Furey – Administration Supervisor (CF)  
Tim Wright – Patient (TW)  
Marlene Coatsworth – Patient (MC)  
Gaynor Mitchell – Patient (GM)  
Dorothy Gardiner – Patient (DG)  
Sheila Brown – Patient (SB)

- Minutes of the last meeting agreed correct.
- **CF to forward PPG Ground Rules and Terms of Reference to MC and DG who are new members. CF also to advise group of approximate size of articles for newsletter and possible topics.**
- LW advised that the patient survey details, the action plan which is on the last page of the PPG Report, and the practice newsletter are on the website. It was agreed that a tab could be added to the website re surveys and results of surveys. **(task sent to Wendy Johnson, IT Manager).**
- LW advised that patients are advised re the Pulmonary Rehabilitation meetings at Grindon Lane.
- SB was unable to attend the CCG PPG Locality meeting – GM did attend. **GM will forward minutes etc. to CF to circulate.**
- Action Plan for 2013 – 2014 discussed.
  1. Dates of training days to be put on website **(task sent to Wendy Johnson, IT Manager)**. The practice has decided that there would be no photo-board in reception but the possibility of a board listing staff names of positions would be discussed at the staff meeting. LW advised that the names of the doctors in reception cannot be removed by the practice it has to be done by Estates.
  2. Agreed that the workshops etc were unlikely to take place. All of the suggested groups have support organisations but the clinicians and patients need better signposting to support services. DG advised she is a volunteer with Mind who provide counselling services to GP Practices and had brought leaflets that can be handed to patients to self refer. DG to send CF link by email. FG advised that we also have copies of the Sunderland Wellbeing Guide for patients. TW discussed different levels of PPGs ie practice groups, locality and the city wide which involves volunteers having to attend a lot of meetings and a lot of information to be shared. GM stated that the patients need to be able to raise issues at these meetings and pass feedback to the CCG.
  3. LW advised that there were no longer going to be joint PPG meeting within the heath centre. LW has asked Estates to put the suggestion

box up in the waiting room. **TW to update PPG Priorities for 2013/14**

- Virtual PPG Group – GM provided information - ‘Developing a Virtual Patent Participation Group’. Idea was briefly discussed and all agreed to put it on the agenda for the next meeting in January.

#### Any other Business

- Jay EX board needs updating however there is a fault with the system which is stopping updates this is being dealt with by Wendy Johnson, IT Manager.
- Evelyn Robbie suggested a computer be put into the waiting room so that patients can give input. LW no due to health and safety issues.
- LW advised that Dr Naeem has left the practice and the practice were advertising for a new GP and we were employing two locums at the moment who may wish to stay. There is also a new practice nurse starting at the end of November.
- LW advised that the Emergency department at SRH is going to be revamped and the plan at the moment is that the Green Room Service is to be moved to the ground floor at PHC. When official confirmation is received LW will inform the group.
- SB suggested that that may cause problems with parking. LW has been informed that the barrier in the car park will be working by then.

Date of next meeting 28<sup>th</sup> January 2014. Further dates for 2014 will be **e-mailed to the group by CF.**

**CCG – Clinical Commissioning Group**  
**PPG – Patient Participation Group**  
**SRH – Sunderland Royal Hospital**

## DR LEFLEY & ASSOCIATES

### MINUTES OF THE PATIENT PARTICIPATION GROUP MEETING

28<sup>TH</sup> JANUARY 2014

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#### PRESENT

Lesley Wilson	Practice Manager
Florence Gunn	Nurse Practitioner
Clare Furey	Administration Supervisor
Marlene Coatsworth	Patient
Marjorie Robinson	Patient
Tim Wright	Patient

#### APOLOGIES

Evelyn Robbie

- MINUTES OF LAST MEETING – Agreed
- NEWSLETTER – CF advised that any articles for newsletter should be no more than 260 words.
- DRAFT PATIENT SATISFACTION QUESTIONNAIRE – Discussed. TW suggested some amendments – **CF to make the changes agreed by group.**
- ACTION PLAN for 2014/15 – Discussed and **agreed changes to be made by TW**
- VIRTUAL PPG – **LW to look into how this could be set up.**
- EXPERT PATIENT PROGRAMME – TW asked whether the Practice was aware of this. FG and LW are aware - LW advised we have no active role at the moment but could facilitate it, however unsure whether it is available in Sunderland – **LW to look into it.**
- PRACTICE UPDATE - LW advised that Dr Mathew is leaving and that the Practice is advertising for 2 new GPs. At present the practice is employing Locum Doctors.
- ANY OTHER BUSINESS
  1. MR asked if at the open access surgery on a morning when a GP/Nurse Practitioner is running late due to a problem patient the other patients on that clinicians list can be informed and given the option to be moved to a different clinicians. **LW to advise admin staff.**
  2. GM asked whether the new computer system will affect patients. LW advised that it would not.
- **DATES OF FUTURE MEETINGS – 25<sup>TH</sup> MARCH 2014, 27<sup>TH</sup> MAY 2014, 29<sup>TH</sup> JULY 2014, 30<sup>TH</sup> SEPTEMBER 2014, 25<sup>TH</sup> NOVEMBER 2014**