

### **Patient Participation Group (PPG)**

Our Patient Participation Group works to improve communication between the practice and its patients, to ensure the services we offer meet the needs of all our patients.

We are always looking for enthusiastic people to join the group, share ideas on how services could be changed or improved and be involved in making those changes for the good of the patients and the practice.

If you are interested in getting involved or would just like to find out more, please contact our Practice Manager.

The minutes of our previous two PPG meetings are attached below.

**EASINGTON & PETERLEE MEDICAL GROUP**  
**MINUTES OF PATIENT FOCUS GROUP MEETING**  
HELD ON 05TH JUNE 2019  
**IN THE WILLIAM BROWN CENTRE**

**Patients Present:** Jean McDowell, Scott Wilson, Adeline Todd, Joan Harper, Margaret Godfrey,  
**Practice Staff:** Stephanie Pattinson Dr Russell Theresa Davies  
**Apologies:** Beatrice Bargh Alex Dennison

Item	Outcome	Action
<b>Welcome</b>	Dr Russell welcomed everybody to the meeting	
<b>Minutes of Last Meeting</b>	The minutes of the last meeting were agreed.	
<b>Matters Arising</b>	<p><u>Care Navigation</u>  Care navigation is still an ongoing project within the surgery. Theresa is aware we still have work to do around training especially with admin staff when call handling.</p> <p><u>Queue in waiting room</u>  Scott discussed concerns over the Queue in the waiting area at Peterlee. He explained he feels as though the space is not adequate when a que has formed; especially when including wheelchairs and buggies etc. Theresa advised she will speak to the Handyman to see if he can somehow snake the que to help use the space more appropriately.</p>	
<b>Healthworks proposed branch closure</b>	<p><u>Healthworks Proposed Closure</u>  Theresa advised the group of the proposed closure of the Healthworks GP surgery. Dr Russel explained to the group that we have had the Healthworks contract for a while now however most patients will only be familiar with our branch surgery; Arbroath House. Theresa and the team have been collecting data in preparation for the closure and recent results have shown that most patients who are allocated to Healthworks surgery have been seen in other surgeries. There are public engagement meetings to be held June 15th and July 10th at the William brown Centre.</p>	
<b>Update on hubs</b>	<p><u>Update on HUBS</u>  Theresa advised the group of new proposed changes to the hub sites going forward. They are proposing minimal access from 12 till 6 during the day and then out of hours on a night. These are still subject to change and will be confirmed in upcoming weeks. Theresa will feedback at the next meeting.</p>	
<b>Prescription ordering Pharmacies</b>	<p><u>Prescription Ordering Pharmacies</u>  Pharmacies will no longer be able to order patient prescriptions. This is at the request of the CCG and on the back of recent results from the Sunderland CCG and the huge savings it brought. It was concluded in the data that pharmacies were over ordering medications that patients did not need meaning massive waste for the NHS/costings. Now pharmacies in our area will not be able to order on behalf of patients and they will need to order their own medication. Theresa is preparing by looking into the repeat dispensing scheme for those patients who are suitable and promoting the online services</p>	

	<p>as it may mean more patients are ringing in making it busier, these are all things that will be trial and error at the time.</p> <p>Dr Russell asked the groups views on getting rid of the prescription line altogether as most surgeries in the area have now actually ceased from having a repeat script line and just offer ordering over the desk or ordering online. Jean advised she would be lost without the line and feels like the option should still be there for patients to use.</p>	
<b>Any other business</b>	<p><u>E Consult</u> Dr Russell informed the group of a new proposed scheme called "E-Consult". Its a CCG led initiative whereby patients will be able to email in and answer triage questions and then be sign posted onto the appropriate service. Theresa will bring more information to the next meeting regarding this.</p> <p><u>Injections In House</u> Scott had a query regarding in house injections and asked why it was necessary to have to see somebody and then see another GP in order to get an injection, seemingly wasting appointments. Theresa advised that only certain clinicians do the injections and Dr Russell confirmed this was because now theres not alot of medical evidence that they actually help. Theresa advised we now have specific clinics for injections and if patients have had them in the past they can be booked straight into these clinics.</p> <p><u>Update Joan</u> Joan gave an update to the group on recent meetings she has been involved with, particularly update on medicaine management and wastage in the NHS due to over ordering of repeat prescriptions. She also asked for everyones email addresses to be able to pass any information to members rather than waiting three monthly for the meetings. Theresa confirmed she will forward her a list of emails for members of the group. Theresa will also give Joan a dedicated slot on the next agenda for an update in more depth.</p>	
<b>Item</b>	<b>Outcome</b>	<b>Action</b>
<b>Welcome</b>	.	
<b>Minutes of Last Meeting</b>		
<b>Matters Arising</b>		
<b>Any other business</b>		

**EASINGTON & PETERLEE MEDICAL GROUP**  
**MINUTES OF PATIENT FOCUS GROUP MEETING**  
 HELD ON  
**14TH MARCH 2019 AT 3.00PM IN THE WILLIAM BROWN CENTRE**

**Patients Present:** Sheila Irving, Scott Wilson, Alex Dennison, Adeline Todd, Mr Bokhari,  
**Practice Staff:** Theresa Davies, Bethany Davies and Dr Russell  
**Apologies:** Jean McDowell, Alan Sysum, Joan Harper

Item	Outcome	Action
<b>Welcome</b>	Theresa Davies welcomed the group to the meeting and gave apologies.	
<b>Minutes of Last Meeting</b>	Dr Russell went through the minutes of the previous meeting with the group.	
<b>Matters Arising</b>	<p><u>Counselling Service/CPN</u>            The Counselling Service is to continue at present but new referrals will be stopping going forward.            There is now a CPN worker in place full time within the surgery.</p> <p><u>Phone Lines</u>            Scott highlighted ongoing concerns with the phone lines. He advised in his experience he has been holding for twenty minutes at a time and then not actually getting through at all. This was for prescriptions. Theresa advised regarding issues with licensing required for another phone line. We are currently looking at an overflow line for the prescriptions. Adeline advised she finds the appointment line easily accesible in her experience. A few of the other members did comment that the only issues they now have with phones is the prescription line in particular.</p>	
<b>Care Navigation</b>	Theresa advised that the care navigation is not going as well as expected at the present time. However we aim to work with reception staff and clinicians for additional training in signposting and navigation. This is an ongoing project. Adeline advised she felt receptionists were extremely helpful and pleasant on the phone. Scott suggested he felt that the two sites at the Practice work in very different ways Theresa has advised she will look into this.	
<b>Care Navigation</b>	Dr Russell discussed the primary care networks. A group of practices are currently working together and this is being piloted in our area. Each group is geographically linked to the same teams i.e. Distric Nurses. We are currently in the Easington PCN 1. Dr Russell highlighted this does not affect how the surgery runs however money is provided to the PCN groups.	
<b>Staff Update</b>	At present we are in the process of recruiting two Nurse Practitioners to the team. Also we have offered two positions to GPs at the present time so we are awaiting on decisions of this.	
<b>Dementia Friendly</b>	Theresa advised Practice is to become dementia friendly. Beth and Theresa are training to become champions in order to perform and carry out training for all staff. We will be holding a coffee morning in September if anyone would be willing to help support. Dates will be given in June for this morning.	

<b>Any other business</b>	<p><u>Queue at Reception Desk</u> Scott advised concerns regarding accesibility in the waiting room. He highlghted he feels this is poor for wheelchairs and buggies etc. Theresa advised certainly we can look into this.</p> <p><u>NHS App</u> Symtoms checker is currently not working effciently at present. Theresa is going to check with the provider and will relate outcome.</p> <p><u>Brexit</u> Sheila highlighted her concerns over Brexit and asked Theresa if patients should be worried regarding medication etc. Theresa advised that the current advice for patients is not to worry and not to stockpile medications.</p>	
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