

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
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 |
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| Welcome | Theresa Davies welcomed the group to the meeting and gave apologies. | |
| Minutes of Last Meeting | Dr Russell went through the minutes of the previous meeting with the group. | |
| Matters Arising | <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> | |
| Care Navigation | 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. | |
| Care Navigation | 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. | |
| Staff Update | 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. | |
| Dementia Friendly | 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. | |

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| Any other business | <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 efficiently 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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EASINGTON & PETERLEE MEDICAL GROUP
MINUTES OF PATIENT FOCUS GROUP MEETING
 HELD ON
20TH DECEMBER 2018 AT 3.00PM IN THE WILLIAM BROWN CENTRE

Patients Present: Sheila Irving, Scott Wilson, Alec Dennison, Adeline Todd, Mr McCarrie, Joan Harper
Practice Staff: Theresa Davies, Bethany Davies and Dr Russell

| Item | Outcome | Action |
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| Welcome | Theresa Davies welcomed the group to the meeting. | |
| Minutes of Last Meeting | Dr Russell went through the minutes of the previous meeting with the group. | |
| Matters Arising | Nil | |
| Staff Update | There will be one new full time nurse practitioner starting on the 11th February. | |
| Telephone system | Positive feedback on the telephone system at present. However suggestion to have the music changed if possible. | |
| Appointments/ care navigation | <p>Theresa discussed with the group care navigation. This started in November however we have found that the patients are not working well with the reception team making this difficult for them to use care navigation. We have now started a non-urgent triage for nurse practitioners each day which will ensure patients who genuinely need to be seen will not be turned away.</p> <p>Pharmacies in the area have been given a bypass number to contact the practice if they feel a patient needs to be seen after they have assessed.</p> <p>Health trainers can also see patients for a variation of issues such as weight management and smoking cessation.</p> <p>Care navigation is not to push people away from a GP or NP appointment but to help provide the best services for the patients at the time.</p> <p>Theresa discussed the various appointments, on the day booking, pre booking and 7 and 14 day release appointments. Therefore hopefully there should always be sufficient available.</p> | |
| Parking eye | No further update on parking eye at present. | |
| Seven day access | <p>Theresa explained to the group that the primary care hubs are looking at the usage of the hubs and the opening hours. The public consultation period has been extended into January.</p> <p>Joan advised that the consultations are not well advertised.</p> <p>Possible closures of Easington and Seaham HUBS</p> | |

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| <p>PRG locality meeting update</p> | <p>Joan and Scott attend each month, they would like to meet each other and the group monthly at the practice to support the service primary care.</p> <p>Possibility of an open day i.e. surrounding appointments / triage to educate patients in the practice.</p> <p>Theresa advised if dates are given the practice would provide a room for this.</p> | |
| <p>Any other business</p> | <ul style="list-style-type: none"> • Counselling services will be ending in March. TD has flagged to CCG for feedback on where patients are to be sent from then • Message on medication boxes asking for medication reviews when already had this. TD to flag this and have changed. • Practice is now getting another day of CPN | <p>TD</p> |