

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.

WEST CORNFORTH MEDICAL CENTRE

Patient Participation Group Meeting

Held on 26th July 2018

Present: Aileen Walton (AW) Thomas Sullivan (TS) S Traynor, E Wright, S Chalder, J Grafton, H Baxter

Apologies: Mr Forsyth, Mrs Forsyth, Dennis Ramsey, E Hurrell, V Percy, D Ramsey

Item	Outcome	Action
Welcome	AW opened meeting to welcome all members and introduced Thomas Sullivan (Office Manager)	
Minutes of last meeting	Review notes and actions from last meeting 11th July 2017	
Agenda:		
1. Staffing Updates	<p>Aileen took over the role of Practice Manger in October 2017 and is also the Practice Manager for Hallgarth Surgery in Shildon. Linda McCann retired at the end of May. Kaine transferred to Parkgate Surgery in Darlington as Trainee Practice Manager. Thomas Sullivan has replaced Kaine as Office Manager and has been in post for 5 months.</p> <p>Dr. Chan has now left the company, his aim is to set up a retirement village. Sandra Mason and Daniel McCann are also leaving the company to move to Newton Aycliffe – Closer to home practices. Both ANP and GP to be replaced.</p> <p>Shaun Matthews has completed his phlebotomy training and can now take bloods and starting training for him to do ECG's etc. Danielle Abbs is now a fully qualified SCIP (Smoking Cessation In Practice) Advisor, Shaun Matthews is due to commence his training next month.</p> <p>Nicole is going to be starting her Advance Nurse Practitioner training and Dawn to follow with that.</p>	
2. Recruitment	<p>Julie Chester the new ANP is starting mid October and will work across both sites, Interviews are arranged next week for another ANP to work across both sites.</p> <p>There is a full time GP who is interested in the practice however until then we will be running with locums for the next couple of months.</p> <p>Tracey who is the newest receptionist is leaving us to go work at Hallgarth Surgery. We have just interviewed and offered a lady called Jade a full time apprentice position due to be starting in a couple of weeks.</p>	
3. Telephone System	There is a new telephone system due to be installed in the next couple of weeks. The phone line will be the same – there will be no difference when ringing in.	
4. Care Navigation	Care Navigation is being rolled out across the whole of DDES CCG. All reception staff have been trained online and face to face to be able to perform this role. The date is still yet unknown when the practice will go live. Patients will still have the choice but staff will try to signpost patients	

	to the most appropriate service for their needs.	
5. Survey Results	TS discussed the survey results.	
6. Update on Merger	AW discussed that there is still no update on the merger. She wasn't able to give any more information on this.	
7. AOB	<p>Getting appointments seem to be difficult when the Clinical rotas aren't on – AW explained that they should be on 4 weeks in advance – she is going to be passing them over to TS to do soon.</p> <p>Customer Care courses for some staff members for AW + TS to action.</p> <p>Jayex board will be repaired or replaced.</p> <p>Mental Health services or more advertisement for them.</p> <p>Update on GDPR – all PPG agreed to names going on IntraHealth Website.</p>	<p>AW/TS to source courses</p> <p>TS to action</p>
Future Meetings:	Next meeting 19 th October 2017 to feedback re proposed merger	