

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.

WINGATE MEDICAL CENTRE
MINUTES OF PATIENT PARTICIPATION GROUP MEETING
 HELD ON
19TH DECEMBER 2018

Present: Joan Freak, Eliza Hardy, Ann Burrell, Brian Luke, Ann Musgrave and Verna Ruddick
IntraHealth Reps: Catherine Doidge Primary Care Support Manager, Aimee Gorton (Temp Office Manager)

Item	Outcome	Action
Welcome	Introductions – Heather is currently on maternity leave returning in Feb 2019 therefore Aimee Gorton (chaired meeting) and Catherine Doidge (minute taker)	
Apologies for Absence	Apologies received from Patricia Hartley and Neil Cutler	
Minutes of Last Meeting	Minutes of the previous meeting held on 20th June 2018 are attached below: -	
Surgery News	<p><u>Staffing Update – Review of Recent Changes</u></p> <p>Heather Collins and Kayleigh Devonport both returning to work in Feb 2019 Members asked Aimee if she would be staying at Wingate. Aimee advised she would be returning to Healthworks. Members of the PPG thanked Aimee for her hard work over the last year. CD advised that Head Office were extremely pleased with Aimee’s commitment to the role over the last year.</p>	
Flu season	<p>AG advised that the flu uptake had been slow at first and the problems around the allocation of the Tri-valent for the over 65s had been overcome.</p> <p>Text messages have been issued to all patients requiring a flu jab and posters are displayed in the surgeries and staff are opportunistically vaccinating patients.</p> <p>Head Office supplies a table of figures for all IH practices.</p>	
Survey Results (Friends & Family Test)	<p>An overview of the Friends & Family Survey Results can be found below: -</p> <p>AG explained to the PPG that we are now unable to send text messages out to the patients for F&F as not considered “direct patient care”.</p> <p>June 2018 Extremely Likely – 4 Likely – 1 Neither likely or unlikely – 0 Unlikely – 0 Extremely likely – 0</p>	

	<p>July Extremely Likely – 9 Likely – 2 Neither likely or unlikely – 0 Unlikely – 0 Extremely likely – 0</p> <p>August 0 friends and family filled in this month</p> <p>September Extremely Likely – 5 Likely – 5 Neither likely or unlikely – 1 Unlikely – 0 Extremely likely – 0</p> <p>October Extremely Likely – 8 Likely – 2 Neither likely or unlikely – 0 Unlikely – 0 Extremely likely – 0 Dont know - 1</p> <p>November Extremely Likely – 5 Likely – 3 Neither likely or unlikely – 0 Unlikely – 1 Extremely likely – 0</p>	
<p>AOB</p>	<p>PRG Update: - Discussed the 3 hubs Easington, Peterlee and Seaham, some members of the PPG discussed the consultation about review of the service and were not made aware of dates of meetings until they had passed they felt very poor communication from the CCG. The likelihood would be that Easington would close, Seaham would be open on a weekend, Peterlee would remain open but at this point unaware of what service to be provided. AG advised that practices are awaiting confirmation and as soon as she was made aware- then an information poster would be placed in reception.</p> <p>Merger of Shinwell and Caradoc discussed now forming the new East Durham Partnership.</p> <p>Significant events <i>Incident with Youths</i> outside the rear of the practice throwing objects at staff and vehicles, after 6.pm. Safety lights are only staying on for a short period could we have them set to stay on longer/ discussed with Ian Wilson NHS property services? PPG advised to Ring PCSO to see if we can get personal alarms? Monitor situation/ Alert Wellfield school could they discuss in assembly?</p> <p><i>Purchasing</i> has been passed over to HO – this has caused disruption and the practice has run out of stock on occasion. AG explained the ordering process and the need for purchase order numbers – hopefully purchase order no’s will be allocated at the start of the financial year.</p> <p>Building Issues Heating – the heating in the property is twofold downstairs is underfloor</p>	

	<p>heating and upstairs is radiators. The heating has been a problem for a number of years – the underfloor heating is not controlled it is either extremely hot and unbearable – so then has to be turned off. No apparent thermostatic control of temperature. NHS properties are aware of this and a complaint has been logged as different contractors are coming out and the heating is NOT being resolved. Pipes changed to boiler – smell of gas reported and gas switched off. Overflow pipe running into car park – hot water running out of pipe so area had to be secured. Call again to NHS properties. Overflow problem solved however underfloor heating problem sourcing parts but advised will be sorted the early part of the new year??? We await action.</p> <p><i>A/biotic prescribing</i> We have been made aware from Medicine Management that the practice is a high prescriber of anti biotics. To try and solve this the practice has been asked to not give patients scripts on the day but advise them that a script “post date” will be available in 3days they will then have to come back to the practice to collect. UTI policy changed urine sent away not dipped. UTIs in over 65s can give a positive result-needs bld test. PPG advised that superdrug are doing a tongue test to see if people need antibiotics</p> <p><i>Brexit effect on Medication</i> PPG member asked if we are aware that we may have a problem receiving medications from Europe after Brexit? We advised the patients that we had not received any formal notification, but anything that we do receive we would copy/discuss at the next meeting. Patients would be updated if there were any problems around receiving their meds.</p>	
	<p>The meeting was closed and the PPG were thanked for their valued time, support and commitment to the Practice and also wished a happy new year. HC will be back for the next meeting so this will be arranged for sometime in March (quarterly).</p>	
<p>Date & Time of Next Meeting</p>	<p>TBC</p>	

WINGATE MEDICAL CENTRE
MINUTES OF PATIENT PARTICIPATION GROUP MEETING
 HELD ON
20TH JUNE 2018

Present: Joan Freak, Eliza Hardy, Patricai Hartley, Brian Luke, Ann Musgrave and Verna Ruddick
IntraHealth Reps: Shirley Lonsdale (Regional Manager), Cath Doidge, Aimee Williams (Temp Office Manager)

Item	Outcome	Action
Welcome	Introductions – Heather is currently on maternity leave therefore Shirley, Cath and Aimee representing the surgery.	
Apologies for Absence	Apologies received from Ann Burrell and Neil Cutler	
Minutes of Last Meeting	Minutes of the previous meeting held on 25th October 2017 are attached below: -	
Surgery News	<p><u>Staffing Update – Review of Recent Changes</u></p> <p>Kieran Deveurex our Advanced Nurse Practitioner is currently working 3 days a week which has allowed us more access with a Nurse Practitioner. We currently have Dr Dougal as our only GP at the surgery.</p> <p>Sasha has recently started working at reception, Sasha previously worked in one of our Hartlepool surgeries and has great knowledge of working in a practice.</p> <p>Dionne has recently stopped working within our practice.</p> <p>Aimee will be covering maternity leave for Heather and Kayleigh until February.</p>	
Survey Results (Friends & Family Test)	<p>An overview of the Friends & Family Survey Results can be found below: -</p> <ul style="list-style-type: none"> - March 18 (33 responses) – 26 extremely likely, 3 likely, 4 neither like or unlikely - April 18 (25 responses) – 22 extremely likely, 1 likely, 1 extremely unlikely - May 18 (26 responses) – 7 extremely likely, 1 likely, 1 extremely unlikely 	
AOB	<p><u>PRG Update:</u> -</p> <p>Sue Mole, Chair of the PRG, has missed the last few DDES meetings where</p>	

	<p>she attends to update the local GP's therefore still no update</p> <p><u>New Phone Systems:-</u> There will be a new phone systems in place hopefully in the next couple of weeks. New phones will be installed into the practice, can record the telephone messages if needed. We are also hoping that that when a patient rings through this will connect with our computer system and bring up the patients notes.</p> <p><u>GDPR:-</u> Breif introduction to GDPR by Shirley and Cath. We can now not use the text messaging service for our Friends and Family survery as this is not direct patient care. There will be hand written forms at reception for patients to fill in. Patients can now have a copy of their medical records without a charge. This will be offered to patients via the online services. Solicitors can now also request patients notes without a charge but we can still charge for the postage of these.</p> <p>We have dicussed that there are not as many patient attending these meetings and we decided that we would advertise for patients to attend, Aimee will put a poster in reception.</p> <p>We also disccused patient surverys these were handed out to everyone and everyone was happy with the questions being asked to patients.</p>	
<p>Date & Time of Next Meeting</p>	<p>TBC</p>	