

**Bedlingtonshire Medical Group  
Patient Participation Group Meeting**

**Minutes**

Wednesday 17<sup>th</sup> February 2016

**Present:** Dr Alford, Jill Henderson (Patient Services Manager), Ken Graham,  
Eddie Kingston, Paul McArdle, Chris Million, Russ Wallace, Allison Waugh

**Apologies:** Jean Fife, Pauline Fryer, Barbara Kedie, June Rucroft, Mary Sykes,  
Susan Weedy,

**Welcome and apologies**

Dr Alford welcomed and thanked the group for attending.

Sheila Rutherford has resigned from the group as she has now left the practice due to a house move. Further apologies received as above.

**Minutes of last meeting**

True record agreed.

We again discussed the issue of patient confidentiality at our reception desk and the suggestion made at our previous meeting of placing a demarcation line across the floor at reception and asking patients to wait behind this line. This has been discussed within the practice, the floor covering in the waiting area is new and the building is not owned by the practice, it does not seem feasible to place tape onto the floor. Other suggestions have been made i.e. Erecting or placing a divider for more privacy when two patients are been dealt with at one time during busy periods. Placing a sign above the reception desk and making the sign more noticeable.

Following discussion it was decided that the current setup at the reception area is not really such an issue, there is currently a sign asking patients to wait outside of the reception area, which the majority of patients adhere to. There is also a sign informing patients that if they do wish to speak to a receptionist confidentially they can request this.

**Terms of reference**

As discussed at previous meeting, 'Terms of reference' has now been ratified and signed.

**CQC inspection**

On the 2<sup>nd</sup> February 2016 the surgery was inspection by the Care Quality Commission. Three inspector attended the surgery, the inspection is based around four core topics, Safe, Effective, Caring, Responsive and Well-led. Between 9am and 6pm, they inspected all areas of the practice from policies, procedures, protocols and staff training records, to storage of equipment and patient care. Staff and patients were interviewed throughout the day.

Initial verbal feedback has been encouraging; however we will not receive our final report for some weeks. The PPG has requested that they are informed when it is published. It was suggested that when the report is formally received that we should inform the local press of our outcome.

### **Telephone Survey**

The results of the Telephone survey carried out in December 2015 were made available. 331 questionnaires were returned.

The results show that 67% of patients contact the surgery by telephone between 8.30 – 9am, making the first 30mins of the day our busiest.

40 patients commented that they did not have access to the internet, unfortunately we did not request the age of the patient, although it is thought that this is an across the board result.

Of the 71% patients who know you can book an appointment on line, only 37% have registered, 35% actually use the online service.

Full results are available.

### **Extended hours**

Some members were unaware that our surgery currently has extended opening hours on Tuesday mornings from 07.00 and Wednesday evenings until 20.15.

Dr Alford gave an update on the 'Vanguard' scheme; (the government's extended GP hours i.e. 8am – 8pm, seven days a week). The aim is to provide a hub for extended opening, which will open for access to surgery's within the locality, i.e. Guidepost, Gables and Bedlingtonshire. It is currently envisaged that the weekend cover may be Wansbeck Hospital. The Vanguard scheme will fund the setting up of this service.

Dr Alford will be attending a meeting along with other services in the near future.

### **Any other business**

#### ***GP daily routine***

Question was raised as to duty GP's routine. We have one duty GP during morning surgery; the duty GP has only 5min appointments in which to see urgent cases. Home visits will only be carried out in certain cases by the duty doctor. Patients who require urgent immediate attention would be advised to call an ambulance or attend hospital. Home visits are carried out by all GP's following morning surgery.

We have two duty doctors during afternoon surgery.

### ***Car park***

The question of use of the car park by people who are not attending the surgery was raised, along with the use of disabled bays by people who are not disabled. Dr Alford will enquire if the car park can be classed as 'surgery only parking' and if so, the potential for signs to be erected to form the public.

The site of the 'Fire assembly point' was also raised. It was suggested that the fire assembly point, would be better situated at the far end of the car park away from the entrance for ease of access for service vehicles.

### ***Patient information***

As from the 1<sup>st</sup> March 2016 patients will be able to access their medical records, patients must register for this service, full access will currently be unavailable.

### ***Repeat prescription dispensing***

The question was asked as to whether patients are aware of this service, could this service be promote?

### ***Bereavement counselling***

It has brought to our attention that Cruse Bereavement will no longer cover this area.

Talking matters cover this area, GP's can referral patients or a self-referral can be made. McMillian can also provide support.

Jill will update the current leaflet available in the waiting room and seek further information.

### ***Physiotherapy***

It has been suggested that an onsite physiotherapist would be beneficial for the practice, Dr Alford to look into this, although current room availability does make the potential for this unlikely.

### ***Electronic Display/Call board***

The question was asked as to why the board sometimes gives the patients name as well as GP when calling a patient and sometimes does not, the preferred method is to give patients name as well as GP.

The use of the display board to displayed, number of telephone calls received, DNA's etc. was again discussed and described as useful.

### ***Central Locality Patient Forum***

Tomorrow's meeting (18<sup>th</sup> Feb 2016) has been cancelled due to very low numbers registered to attend. Diane Gonzalez will be back in the role of Central Locality Manager from the end of February and will notify of the future locality patient forum dates.

***Northumberland Clinical Commissioning Group***

A meeting will be held for 'Northumberland Patient Forum' on Saturday 27<sup>th</sup> February 2016 at 09.30am – 12.30pm, at Choppington Social Welfare Centre. To book your place please email [faye.smeaton@nhs.net](mailto:faye.smeaton@nhs.net) or call 01670 335178

Eddie Kingston to attend on behalf of our group.

**Date of next meeting**

To be arranged - 3 months.