

**Bedlingtonshire Medical Group  
Patient Participation Group Meeting**

17.30hrs  
Wednesday 21<sup>st</sup> of March 2018 5.30 p.m.

**Minutes**

1	<p>Welcome &amp; Apologies: Russ Wallace; Lynn Mc Cormack; Susan Weedy;</p> <p>Resignation from: Julie Carter; Kenneth Graham Thanks was extended to both for their contribution to the group.</p>	Dr. G Alford
2	<p>Minutes of last meeting</p> <p>These were read and adopted.</p>	Dr. G Alford
3	<p>CCG update: Extended hours: in this practice 7-8 Wed a.m. and 6.30 – 8 Wed p.m. Prioritising 'working people'.</p> <p>It was requested;</p> <ul style="list-style-type: none"> <li>• doors should be open for first appointment.</li> <li>• extended hours to visible on the notice board</li> </ul> <p>Data Sharing on System One: System now in place where patient records can be accessed by GP from another practice with patient consent.</p>	Dr. G Alford/Jill Henderson
4	<p>Update:</p> <ul style="list-style-type: none"> <li>• New telephones;             <ul style="list-style-type: none"> <li>○ more lines now available</li> <li>○ music very loud and inappropriate</li> </ul> </li> <li>• Car Park; work completed.</li> </ul>	Jill Henderson
5	<p>Welcomed Mary Young, invited visitor from Seaton Park, Patient Participant Group. Mary gave an insight into the running of their group and activities they carry out.</p> <p>Notes taken;</p> <ul style="list-style-type: none"> <li>• Critical friend to practice, responsibility to listen to patients</li> <li>• Documents; Terms of reference, Mission statement, Confidentiality agreement.</li> <li>• Produce Practice Newsletter, Healthcare professionals to contribute</li> <li>• Consider twitter/Facebook accounts</li> <li>• Consider joining the National Association for Patient Participation (NAPP). Subscription £40 per year.</li> <li>• Activity example 'Knit and Natter Group' produce Trauma teddies.</li> </ul>	

6	Friends and Family review, the practice continues to receive good reviews from the Friends and Family forms. Results for February 13 x Extremely likely, 6 x likely, 1 x Neither likely or unlikely, total responses 20. Example quote - Very friendly service open on Saturday would be good.	Jill Henderson
7	Discussed future activities, PPG to produce Summer Practice Newsletter, names of volunteers taken and meeting arranged.	All
8	Date & Time next meeting; <ul style="list-style-type: none"> <li>• Focus Group Meeting – Newsletter 16<sup>th</sup> May 5.30pm 2018 (Dr.A not needed)</li> <li>• PPG Meeting 11<sup>th</sup> July 5.30pm 2018</li> </ul>	