

Patient Participation Group [PPG] Meeting Minutes Tuesday 28th July 2015, 4.45pm – 5.45pm

Attendees:

Darren Berry [DB] Practice Manager
R Wilson [Chair]
G Catnach
C Knox

Dr A McCubbin [AMC] GP Partner
W Bagnall
V Todd
N Peacock

Review of minutes from 24th February 2015

These were agreed by the attendees.

Review of Action Plan

DB advised that a PPG action plan had been submitted to NHS England with regard to three areas that the PPG, this was requested after the previous PPG Meeting and focused on the three areas of concern identified by the PPG over the last year.

- Improvements in the Telephony Service
- Refurbishment of the practice
- Raising PPG Awareness

A copy of the PPG Action Plan is available on the practice website:

<http://www.wphc.org.uk/website/A87078/files/WPHC%20-%20PPG%20Action%20Plan%202015.pdf>

Review of PPG Terms of Reference

DB advised that it had been some time since the PPG's terms of reference had been reviewed, a copy of the proposed terms of reference were circulated prior to the meeting and agreed by the PPG.

Friends and Family Test

DB provided an update on the Friends and Family Test feedback for the practice. All GP practices in England are contractually required to obtain feedback from patients, which is then submitted to NHS England and will be used on the NHS Choices website [www.nhs.uk], to allow patients to see feedback on the GP Practice before deciding to register or not.

Patients at Woodlands Park Health Centre are able to feedback by completing feedback cards on Reception or by completing a survey on the practice's website; www.wphc.org.uk

The question that is asked is:

“We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

DB had improved communication of the Friends and Family Test and the availability of options to submit patients view on the service provided by the practice. This had resulted in an improvement in the feedback received.

Section 106 Funding Update

DB advised that funding for Woodlands Park Health Centre's proposal had been agreed in principle by NHS North Tyneside CCG, which is welcome news.

DB advised that the section 106 funding was available to spent by both practices in Wideopen as both practices would see an increase in patients registered with them as a result of the 5 Mile Park Development.

Wideopen Medical Centre have also submitted a proposal to NHS England and NHS North Tyneside CCG to be assessed. Once a decision is made on Wideopen Medical Centre's proposal then the division of the available funding will be confirmed to both practices, so that we can prioritise what improvement works can be carried out at Woodlands Park Health Centre.

New Housing Development – Hazelrigg

Mrs Knox provided information on a proposed new housing development which is being considered in Hazlerigg by the Banks Group.

A link to the website is shown <http://www.banksgroup.co.uk/hazlerigg/>

The proposal is for around 500 new homes, including affordable homes and this was raised due to the potential impact upon the practice due to the increased number of patients living in the catchment area.

At this stage this is only a proposal and does not yet have planning permission.

Update from Dr McCubbin / NHS North Tyneside CCG

Dr Lisa Sayles will be joining Woodlands Park Health Centre as a partner with effect from 1st September 2015.

NHS North Tyneside CCG is currently running a financial deficit which means that steps are being taken to improve the financial accounts. From a primary care perspective, this will mean that certain elective / i.e. planned referrals will need to be assessed by an independent organisation to ensure that they meet national guidelines before the referral can be passed to the local hospital to be booked.

This will cause some delays to referrals, but will ensure there is consistency across GP practices in North Tyneside.

Dr McCubbin also discussed the NHS 5 year forward view, where it is likely that GP practices will either merge to form larger GP practices or work in collaboration as part of a Hospital trusts.

Community Defibrillator

DB advised that the practice would be keen to look into possibility of a community defibrillator which would be located on the external wall of the practice, but would mean that this would be available to be used, even when the practice was closed, and would benefit the local community. The cost of the defibrillator would be approximately £2,000 and the practice would provide a contribution, however additional funding would be required.

Details are available via the following website

<http://www.communityheartbeat.org.uk/how.php>

Members of the PPG who are involved in the local community are to investigate whether funding could be arranged locally to contribute to this.

Date of next meeting to be confirmed

DB to provide details of potential dates in November / December 2015