

PATIENT PARTICIPATION GROUP MEETING MINUTES

Thursday 13th March 2014, 4pm - 5pm

Attendees

Darren Berry	[DB] Practice Manager	Dr H Moor	Partner
R Wilson	Chair	C. Knox	Secretary
M Gray		W Bagnall	
V Todd		G Catnatch	
S Redpath			

Welcome and Introductions

Minutes from 15th October 2013

- Discussed and agreed

Review of 2014 patient survey and agreement of action plan

DB ran through the results of the 2014 patient survey. He advised that this had been a year of change at Woodlands Park Health Centre with a new Practice Manager and Practice Nurse in place since April 2013. On the whole, the results of the patient survey are very encouraging with improvements in the majority of the results received.

Key Highlights were:

Question	Response	2013	2014	Improvement
Ease of getting through to someone at WPHC	Very Easy / Fairly Easy	54%	62%	8% increase
How quickly do you get seen when you are willing to be seen by any doctor	Same Day	53%	70%	17% Increase
Would you recommend WPHC to someone who has just moved to the area?	Definitely	50%	60%	10% Increase
At last consultation, how long did you have to wait for the appointment to start	Less than 10 mins	51%	67	16% Increase
Confidence and trust in the GP / Nurse you saw / spoke to	Definitely / to some extent	88%	99%	11% increase

Actions from the Patient Survey were identified as:

Improvement Area	Action Required	Responsible	By When
Improvements to telephone answering service	Telephony Contract is due for renewal in 2015 DB to define service improvements / value for money review	Darren Berry	31/12/14
Telephone Consultations	Promotion of availability of patients to have telephone rather than face to face appointments	Darren Berry	30/06/14
Late appointments [post 5pm]	Promotion of availability of pre-bookable late appointments	Darren Berry	30/06/14
How to access services at WPHC	One page basic document to highlight contact details, appointment types etc for new and existing patients	Darren Berry	30/06/14

Care Quality Commission Inspection

DB advised that Woodlands Park Health Centre had been inspected by the Care Quality Commission in December 2013. Mr Wilson as Chair of the PPG met with the CQC Inspectors as part of the process.

As a result of the inspection, some changes to internal processes were required to ensure the practice was compliant in the infection control area. An action plan was developed by the Practice Team, and following the submission of the action plan and review by the CQC, the practice is now classed as compliant.

Section 106 Funding

DB advised that funding is available from Bellway, the building company involved with the Five Mile Park Housing Development on the Great North Road, that is to be provided to the GP practices in Wideopen to improve practices following the increase in new patients registered in the local area.

DB has discussed the matter with the Commissioning Director at NHS North Tyneside CCG, who has asked that a letter is produced by Woodlands Park Health Centre's patient participation group to advise of their backing for the suggested improvements at the practice.

The suggested improvements are:

- Improvements to the entrance doors
- Improvement to the Reception Area
- Reconfiguration of clinical rooms, to allow improved access for all users, i.e. wheelchair users, and parents with pushchairs, and provide additional space for the clinicians.

ACTION: Mr Wilson [Chair] to compose a letter confirming the above

NHS North Tyneside Clinical Commissioning Group Update

DB advised that the CCG had recently undertaken two procurements; Out of Hours and Talking Therapies, and these had / or were in the process of being finalized. There may be changes to providers, and the type of service provided improved, following involvements of GP's across North Tyneside in identifying the requirements of the services.

Mr Wilson advised that he was to comment on the current maternity services consultation, which would mean that North Tyneside General does not offer a maternity service, when the new hospital in Cramlington opens in June 2015.

Date of next meeting: TBC

Suggestion that a doodle poll is circulated to existing PPG members with possible dates and times for the next PPG meeting, and subject to GP availability, we will proceed with the best date that maximises attendance.

AOB

Telephone Answering

A request was made that receptionists provide their name when answering the phone, rather than 'Hello, Woodlands Park Health Centre', as having dialled and heard the introductory message, the caller knows that they are through to the practice.

ACTION: DB to speak with the Reception Team