# GREYSTOKE SURGERY

**PATIENT PARTICIPATION GROUP**

# MINUTES

# 6.00 pm Monday 6th January 2020

Patients Present: John Walton Denise Shute Norma Barker

John Austerberry Tricia Walker Linda Hood

# Surgery Representation: Dr K Thompson Jenni Dollman

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| 1 | **Apologies:** PL, KH  **Chair:** John Walton |  |
|  | **Guy Kirk – Dementia Training**  Guy gave a wonderful, interactive and extremely informative presentation on Dementia. The group wanted to pass on their thanks to Guy for his time and efforts in making Morpeth Dementia Friendly. |  |
| 2 | **Minutes of the previous meeting** |  |
| 3 | **Matters Arising**   1. **Dementia Friendly – Guy Kirk**    1. Greystoke is taking part in project to become Dementia Friendly as a business and also wanted ideas from the PPG re some group work for Carers.    2. Guy advised his team were working to make Morpeth more ‘Dementia Friendly’ and create as many Dementia Friends as possible.    3. Greystoke have agreed to take part in pilot and will:       1. Conduct an environmental assessment,       2. GK has offered to deliver information session to (newer) staff members and PPG members. JD to organise.       3. This information session is then to be offered to interested patients. Dementia Patients and Carers of Dementia patients. JD to write to GK asking if he can train the PPG group at the January 2020 meeting. JD also to check with Alannah Mason – is there a group of carers for dementia, possibly at St Aiden’s?    4. Research Project – provision of services available at e.g. Surgery, outside agencies etc.    5. AB mentioned she had completed this training with GK and was very impressed. AB is also on the dementia friendly steering group. 2. **Christmas Do Dates / suggestions** to be circulated asap. Mon 9th Dec and Wed 11th Dec proving popular. JD to book venue and advise. 3. **Dr Jane Elphick** is looking forward to a very well deserved **retirement** end March 2020. The practice will be advertising soon for a new Partner.   4. **Feedback from CCG / PPG meeting held 24 October - JW**  1. Northumberland PPGs – no date for next meeting.  2. Terms of Reference – still to be agreed.  3. JD to email Emma Robertson.  4. Query if it would be worthwhile getting together 6 monthly or annual meeting to share good practice?   1. **MMR** – concern raised about the misinformation about the MMR. The group wondered if this was something they could help promote. KT to liaise with practice team. | JD |
| 4 | **NHS UK Patient Feedback**  **Great GP** The doctor saw my ten year old daughter with me. He was understanding, patient and dealt with her medical issues very promptly and effectively. Thank-you  **Excellent** After contacting the surgery at 8.15, I saw the GP at 9.20 on the same day and had left with my problem resolved by 9.30. Fantastic and not even unusual at this practice. |  |
| 5 | **Health Watch Information**  Northumberland Newsletter (attached).  Quarterly Report (July – Sept 2019) |  |
| 6 | **Annual Survey Comparison**  <https://www.gp-patient.co.uk/> (attached). |  |
| 7 | **County wide PPG Forum – update**  JW updated the group. Draft Terms of Reference has been produced for Northumberland Forum. Further meeting to refine. North PCN PPG Meeting 29th January 2020. |  |
| 8 | **NAPP December bulletin** (forwarded to you and rest of the group?) One or two items of interest here, especially the tips on setting up a successful PPG.  Discussion followed around virtual group and the ability to target specific age groups. Add PPG info to registration pack. | JD |
| 9 | **Any Other Business**   1. **Access to records** – JA – JD to resolve. 2. **New GP Partner** – Dr Milly Jerram will be starting 1st April 2020. 3. **ANP Recruitment Process** – closing date 8th January 2020. 4. **CQC Telephone Assessment** – booked in for Friday 10th January 2020. 5. **Patient Survey** – Ideas welcomed. Do patients understand the role of ANP. Do patients know PPG exists and role of PPG. Timeframes involved in ordering prescriptions to Pharmacies distribution. | JD  All |
| 10 | **Date and Time of the next meeting:** Monday 2nd March 2020  Apologies: |  |
|  | **List of PPG Meetings**  (usually 1st Monday of month, every 2 months) at 6.00 pm:  2nd March 2020 – Annual General Meeting  4th May 2020  6th July 2020  7th September 2020  2nd November 2020 |  |