

**New Street and Netherton Group Practice**  
**Patient Participation Group**

**Minutes**

**Saturday 8<sup>th</sup> December 2012 (9<sup>th</sup> Meeting)**

Present:	Anne Tinsdeall	(Practice Manager)
	Virginia Roberts	(Nurse Practitioner)
	Jonathan Bray	(Medical Secretary/Receptionist)
	Andrew Redfearn	(Patient/Group Secretary)
	Margot Redfearn	(Patient)
	Kevin Smith	(Patient)
	Tony Walsh	(Patient)
	Aileen Patterson	(Patient)
	Susan Jennett	(Patient)

**1. Review of Previous Minutes**

Anne went through the major points of the last meeting.

**2. Patient Reference Group Network Meeting**

Jonathan and Kevin attended the meeting and provided the following feedback:

- Leaflets were distributed detailing some of the services which were discussed. Margot and Susan will add some of these leaflets to the PPG notice boards at both New Street and Netherton Surgeries, along with a “Main Index”;
- Jonathan will take some of the above leaflets to the local UCHM on New Street;
- “Choose and book” advice was discussed. As the PCT (Primary Care Trust) is being replaced by the CCG (Clinical Commissioning Group), one of the new services from the CCG allows a GP to “reach out” to the CCG professional community for advice on how best to deal with a problem. For example, before referring a patient to a consultant, a GP may “reach out” and ask if a problem could be resolved by different medication, counselling etc instead of booking a hospital appointment;
- 111 is the new number for urgent care and replaces the old “NHS Direct” contact number. This number will be piloted in the North East, the East of England and the East Midlands and will help the Department of Health to evaluate the benefits to the public and the NHS before potentially launching the number nationally;
- Any Qualified Provider (AQP) was discussed. This relates to private companies (e.g. Virgin Healthcare) running certain segments of the NHS. A benefit of this is that a GP can “tender out” a certain service (e.g. minor surgical procedures) to see which AQP provides the best value, resulting in a potential cost saving for the practice. However, some members of our Patient Participation Group expressed concern that this may be the first step to the “privatisation of the NHS”;
- All GPs and practices must work together to make the new CCG a success. Smaller practices should not feel isolated and must not “splinter off”.

**3. Patient Information Leaflet**

The new leaflet created by Jonathan and Andrew was reviewed and the response was very positive. It was agreed that it should be printed in colour for maximum impact.

There will be a “stack” of these available at both surgeries and some will also be sent to local chemists, care homes and nursing homes.

The leaflet will be reviewed and updated every six months.

#### 4. Christmas and New Year Opening Times

The surgeries are only closed on Christmas Day, Boxing Day and New Year's Day and are open as normal at all other times during the festive season. They are open until 6.00 pm on Christmas Eve and New Year's Eve.

The surgeries will close at 1.00 pm on Tuesday 18<sup>th</sup> December for fire training.

#### 5. Any Other Business

- A comment in the PPG suggestion book asked for “better music” in the waiting areas. The practices currently play Radio 2 and switching to pre-recorded CDs could affect their broadcasting licence, so the decision was made to stick with Radio 2, as this is a popular, middle-of-the-road radio station;
- Touch-screen self-book-in terminals will hopefully be installed in both surgeries before Christmas;
- A new questionnaire regarding patients’ “overall experience” at the surgeries (greeting from receptionist, help from GP etc) will be offered to some patients from mid-end January 2013. The PPG will then generate an action plan from the results of the report generated from this questionnaire;
- The availability of appointments was again discussed. Even though the GPs only have a certain amount of pre-bookable appointments available, they will see patients who ring-up or call-in who are very ill;
- Patient confidentiality on the phone was discussed, regarding a call Margot had taken for Andrew when Andrew wasn't available;
- Aileen brought-up the issue of volunteer groups and “buddying-up” - especially over the festive season for elderly members of the community - and the Cloverleaf Advocacy was discussed.

The meeting closed with a “Merry Christmas” and thanks to all.

**NEXT MEETING: 10.00 AM, SATURDAY 12<sup>TH</sup> JANUARY 2013, NEW STREET SURGERY.**