

## MINUTES OF THE PPG MEETING

HELD ON 27<sup>TH</sup> JUNE 2018

Present: BS, RE, JP-C, MT, SR, JA, ST, FR

Apologies see apologies on Agenda

RE started the meeting by sending best wishes to Elaine Robertson from the PPG

### Minutes of the Last Meeting – Matters Arising

CQC official report not yet received by the practice as far as is known. Dr. Longster who is coming in later may be able to shed some light on this.

The Glendale PPG never got back to us about going to their meeting for the speaker Gordon Allan and in fact the meeting has already took place on the 18<sup>th</sup> April according to Jane Pannell who is a virtual member of our PPG. We may have to organise a meeting ourselves.

JA asked about the percentage of flu jabs that are taken up by the practice population. FR said that the take up was usually high amongst those that were eligible for the vaccination.

Still not heard anything from the CCG. BS to ask Alan Bell and Hilary Brown what is happening with this.

PPG – Could an invitation to join the PPG be included in the flu vaccination invitation letter sent out to patient.

It was mentioned that JP-C gave a talk to the practice on the work in Sri Lanka which the team found very interesting and have asked her to come back next year to give us an update.

JP-C had visited a rotary group in Ullapool in Scotland and whilst there had had to visit the local surgery. She was not only made to feel very welcome but saw when sitting in the waiting area a huge poster about their PPG. This notice had all their members names on it and what they did. Apparently they organise a library in the waiting area of the surgery with leaflets and also supply books for the patients to borrow if they wish. RE felt this would be a good idea for our surgery and said that they would be willing to organise this. Also health displays which again the PPG said they would be willing to sort out for the practice. The Ullapool PPG also have a “befriending service” in which names can be passed onto PPG members of people who may need some support from the community in the short term. They also organise an annual Practice Open Day with members of the practice present. This is for patients to attend and find out about the services offered by the practice, meet some staff and also find out about the PPG. All of our PPG felt these ideas were well worth pursuing and would be happy to organise these.

Carers Northumberland are organising an “Eyes and Ears” project. The community monitors people who may need some help, checking on the neighbours etc. BS said that if she can get the Carers newsletter via e-mail she will circulate it to members.

**RE to communicate with Ann Marie Trevelyan to find out what is happening with regards to the proposed closure of the A1**

**RE praised Dr. Toby Cockill as a very professional young man and an excellent Doctor. Asked how long he was here for and very disappointed that he would be leaving soon.**

**Dr. Caitlin Longster joined the meeting. Caitlin reported that the final CQC report is back with just one area that needs improvement. The practice were already doing this but maybe not in a very obvious way. However the CQC were going to come back to re-inspect so hopefully get this overturned. It was reported that the CQC are avoiding inspecting some practices as they are aware they are not the best practices to visit. Also different teams visit different practices and some of the other teams are not so strict in various areas and so look at things differently, therefore the findings are not the same for all practices as they do not use the same inspecting criteria. RE and BS felt that the member of the CQC they spoke to was very pedantic, kept repeating themselves and were only interested in box ticking.**

**RE and the PPG commended the practice on the CQC inspection report despite the "orange area".**

**Caitlin reported that Emma attends the monthly CCG meetings and that Dr Dean is involved in the CCG and Northumberland Primary Care Group. There is an alliance of local GP surgeries in the North Northumberland Group to support each other.**

**The next BMEF meeting is 4<sup>th</sup> July 2018.**

**A Bereavement Pack is discussed in GP meetings and the PPG said they would be happy to help with this. Caitlin pointed out that the GP's do a bereavement visit to the relatives of the deceased patients or a phone call usually the next day or day after. A Bereavement pack would be useful to pass on to relatives of deceased patients who are not registered with the practice.**

**Caitlin left the meeting.**

**BS checked under the new Data Protection guidelines and if the PPG members are happy to continue to receive e-mails. All agreed they were.**

**RE/BS will ask at the next BMEF meeting about a practice open day and a patient library at both practices. They will also discuss this with the Bondgate Practice for Seahouses.**

**Date of Next Two Meetings:**

**9/10/2018 2pm at Seahouses and Wednesday 28<sup>th</sup> November 2pm at Belford**

**Meeting Closed.**