

PATIENTS PARTICIPATION GROUP
CHEVIOT PRIMARY CARE GROUP
WOOLER

Minutes of Meeting held on Tuesday 21 January 2014, 4.00pm at Cheviot Medical Centre.

PRESENT: Lorna Moore (Chair), Sue Wade, Christine Short, Teresa Culbertson, Mike Allport, Jane Wood, Phillip Parkland, Rosanna Reed, Bob Maddox, Caroline Douglas (Practice Manager), Dr E Batley

1. Sue Wade to take Minutes
2. APOLOGIES: Chris Chute, Jan Lucas. A letter has been received from Alison McCormack, resigning from the Committee. This letter was received in September, and apologies must go to her for the delay in recording this.
3. Minutes of meeting of 19 November 2013, were read, agreed and signed.
4. There were no Matters Arising.
5. Dr Batley was invited to expand on the subjects of COPD & Heart Failure – she understands that the remote monitoring of these 2 long term conditions has been put on hold at this time. However, she explained that in Cheviot Primary Care Group there are presently 40 cases of COPD and 30 cases of Heart Failure (HF). There is now a blood test related to HF which the doctors are trying to do as a matter of course where possible, although the inhouse care of new heart failure patients is NOT funded we do this service to support these often frail old people who do not/cannot get to the hospital clinic. The numbers have increased by 4 times in last 6 months due to up to date monitoring. She is unsure how long this situation will continue. Home visits by HF nurse appear to be inconsistent.
Dr Batley then referred to a letter received in reply from Mr Jim Mackie of Northumberland Trust, to letter sent by Rosanna Reed on the subject of missed weekend Palliative Care visits. Apparently he did not consider there was a problem, as households were contacted to ask if they (the relative) thought it was really a problem, because ‘they were rather busy’. Dr Batley said that the Surgery was not aware that this was happening. It was considered by the Dr Batley and the meeting that this situation was unacceptable, and relatives should not be put in this position. Dr Batley agreed that a meeting with the nurses should be set up as soon as possible, after which she will report back to the meeting. (Dr Batley left the meeting).
6. CD told the meeting that she attends a Primary Health Care Meeting every 2 months, usually 3rd Tuesday of the month, 12.30 and suggested that PPG should be represented. It was agreed that Lorna and/or Rosanna would attend the next meeting. CD reported that following action and questionnaires on the possible change of Midwifery system, they have been told that there will be NO CHANGE, and mothers will

continue to have the same Midwife throughout their pregnancy where possible. It was agreed that this was a happy outcome for all.

Rosanna asked CD to talk about the Waiting Room Survey that had been completed and the results were handed out. It was agreed that the Surgery Doors would be unlocked by 8.25am so patients weren't left outside in the rain. The TV has stopped again, and CD has contacted the engineers. A Privacy Notice is to be attached to the Reception Desk, so that patients can ask to talk to Receptionists away from the general waiting area should they so wish. The volume of radio to be monitored, especially upstairs. Different area for leaflets to be considered. More locations for hand cleansers.

7. Since Alan Bell's visit no further information on Private Tendering has been received – Questions were discussed to send to him – Time frame for reviews? Who makes the decision to appoint? How do they find tenderers? At what point are patients involved, if at all? RR to send letter.

8. LM and RR attended Belford PPG Health Matters day – said it was a good idea, and asked meeting to consider whether we could organize a similar day. It would need a lot of organization, lots of stalls, possibly money would be required unless sponsorship can be found. They reported that Belford nurses had a 'do it yourself' blood pressure unit and scales, which patients could utilize and give in the results, whereupon nurses could call in anyone who they felt required further help. LM to ring Belford for more information.

9. RR reported that she had spoken to paramedics about the problem of covering areas out of Wooler and was told that they are not automatically sent over to cover other stations as a matter of course. It tends to be at times of clinical escalation (Emergency Requirements) rather than purely being sent over for meal breaks. As far as Steve Jones is aware they have never been used solely to cover meal breaks. St John's Ambulance and Red Cross are often used for cover as well (not in Wooler). It was agreed that there appeared not to be enough resources, and this was not good enough. Also, the paramedics say they do not have priority when ringing 111, they have to wait in queue. It was agreed that a letter should be sent to Simon Featherstone, Head of Ambulance Service, and possibly a visit to speak to PPG might be arranged.

10. Palliative Care – this was covered under Item 5.

11. Items for next meeting to include –
Quality control on generic medicines' packing – perhaps a visit to be arranged from Chemist/Pharmacist.
Feedback from Alan Bell

Wooler Doctor's Quiz - Wednesday 26 February. LM, TC, RR and Tony Moore to make up team.

Date of Next Meeting - Tuesday 18 March 2014 4pm

