

PATIENT PARTICIPATION GROUP
CHEVIOT PRIMARY CARE CENTRE

A meeting was held on Tuesday 13 February 2018 at 4pm, at Cheviot Medical Centre.

PRESENT: Sue Wade, Rosanna Reed, Mike Allport, Jan Clucas, Teresa Culbertson, Paulin Withey.

APOLOGIES: Christine Short

Sue Wade asked that all members list their telephone numbers so that should there be a need to contact anyone quickly this could be done. She also went on to mention a new Data Protection Act that is coming into force in May 2018; it was agreed that SW would contact CD to see what the policy the Surgery has on this.

Minutes of meeting held on 20 June 2017 (meeting of 10 October was cancelled). These were agreed and signed.

Matters Arising – Website still shows our meetings being 2 monthly, should be changed to 4 monthly. SW to talk to Harriet about the PPG book which is situated in the Surgery Waiting Room.

RR reported on the new system of Surgery inspection by CQC in January. RR was asked some very specific questions regarding PPG which she could answer and general questions which she felt were not part of her remit as Chairman of PPG. RR had a copy of the Report/Survey produced by Caroline Douglas, Practice Manager, who has offered to come to a PPG meeting to discuss – it was agreed that she would be asked to attend the next meeting in June.

It was agreed that a one off meeting with Glendale PPG would be a good idea and RR will contact Chris James to set up. (this followed a meeting in the street between Liz Veevers and Sue Wade). This meeting might also include a presentation by Gordon Allen and a project on mental health on collaboration with Talking Matters.

A discussion on Complaints Procedure at the Surgery revealed that we had no knowledge of one, and RR would speak to them about it. It was noted that the Telephone message system had been changed at the Surgery regarding emergency calls. RR to ask CD about it. SW to ask CD if the PPG Minutes Book could be improved.

A general discussion was held on the Health Watch/Primary Care/ Nn Locality Meetings – SW reported that she had attended all 3 meetings, which very much overlapped, and were overtaken by events in the NHS over Christmas and New Year. It was felt that not much more could be done by PPG members. However, she did report that the Primary Care meeting agreed to apply for funds for a Hearing Check machine which would be held in the building for both surgeries to use. Also at the Health Watch Meeting on The Great North Care Record, held on 7 November 17, information was gathered re the sharing of patient information and how far this should go and to what level. Another meeting should be arranged for later in 2018 to see the results before moving on.

Jan Clucas asked how she could involve the Doctors in suggesting to patients that joining the Walking Group would be good for their health. It was decided that she should get her leader to contact the Practice Manager to discuss further.

It was agreed that PPG members would not be available to run a 'Your Health Matters' Stall at Glendale Festival in July 2018, however it was decided to contact Glendale Surgery to see if they would like to run it this year – SW to contact new chairman Harry Wilson. It was suggested that perhaps we might organize another 'Your Health Matters' day, similar to the one held in Glendale Hall a couple of years ago – possibly in 2019.

Date of Next Meeting – Tuesday 12 June 2018, 4pm.

