

**PATIENTS PARTICIPATION GROUP
CHEVIOT PRIMARY CARE GROUP
WOOLER**

Minutes of meeting held on Tuesday 17 September 2013, 4.15 at Cheviot Centre.

PRESENT: Sue Wade. Chris Chute. Bob Maddox. Jane Wood. Jan Clucas. Christine Short. Mike Allport. Rosanna Reed (arrived late). Caroline Douglas (Practice Manager) and Justin Green (Final Year Medical Student, Newcastle)

Sue Wade explained that in the absence of Lorna Moore (Chairperson) she had been asked by Rosanna Reed (Deputy Chair) to start the meeting until Rosanna's arrival. Caroline Douglas and Justin Green were made welcome.

1. Minute Taker –It was agreed that Sue Wade would continue to take minutes
2. Apologies - Lorna Moore. Teresa Cuthbertson. Dr E Batley
3. Minutes of meeting of 18 June 2013 – were read, agreed and signed.
4. Matters Arising – there were none
5. Occupational Health Equipment followup – in the absence of Teresa Cuthbertson It was agreed to leave this item. Caroline Douglas offered to speak to Clinical Commission to find out overall person relating to this area.
6. Further Information regarding private tenders – In the absence of Dr Batley, Caroline Douglas explained that private tendering was under provider arm, and due to recent changeover had not been set up yet, so no real information available as to how this will work. Will involve 10 practices in County.
7. Items from GPs. Caroline Douglas reported on the following points - Liz Taylor of **Counselling Services** had left, but a new service was being introduced from 3 October, half day per week only (would this be enough?) with Sheila Brown. This will be shared between Glendale and Cheviot practices. No self referral, referrals would all be sent to central point. **Website** – PPG information needs updating and sharpening up. CD suggested member from PPG to discuss with Vera (Computer person) as to how this should be achieved. PPG to discuss at next meeting. Dr Batley has suggested she runs an update on the Website. This was considered a very good idea.
TV – Caroline informed meeting that the Engineers were coming on Wednesday 18 September to re install Programme, AND MAKE IT WORK so it would not present a blank screen. There is little facility to input own information, will normally include more general information. There should be small area for PPG type information. Caroline also agreed that **noticeboard** was too small, and should contain more relevant information to Practice. Caroline told the meeting

that following a stint by her on Reception, it had been decided to re-introduce registration by patients on arrival for appointments. The present system appeared not to be working efficiently. Also, following a Study by Dr Lambourn, from December 2013 patients will now be offered either a 10minute or 20 minute appointment, as chosen by the patient. This will be for a trial period (to be decided).

Rosanna Reed asked the meeting to return to **Item 5** – She read out part of letter received from Joint Equipment Loans Service of 20th August 2013, addressed to T Cuthbertson, which basically said that they felt the system was working well, and would not change it at this time. It was agreed to keep a watching brief.

RR reported that Chris James (Practice Manager, Glendale Surgery), had set up evaluation of Waiting Room, and had asked if Cheviot Medical Group would like to take part. It was agreed that CD would talk to CJ. An invitation to their next (Glendale) PPG meeting had been extended and it was agreed that 2 members of Cheviot Medical Group PPG would attend. (Probably RR and LM). Glendale Surgey, Thursday 3 October 6.25pm.

It was agreed that input from GPs and Practice Managers is very useful to PPG.

111 – Emergency number – It was agreed that CD would find name of person to speak to us about this system. Jane Wood told the meeting of her experience of 111 Service only the other Saturday, which was a good one, and she would use it again.

Mike Allport reported on problem when attending Hearing Clinic – they did not carry spare parts, which meant he had to travel to Newcastle (the part was extremely small). CD to look into possibility of offering storage facility.

8. **Items for Inclusion** in November Meeting – **Tuesday 19th November 2013**
4.15pm
111
Website

Meeting closed at 5.30pm