

PATIENT PARTICIPATION GROUP MEETING

18 March 2019

Present: Dr Macnaughton-Jones, Lucy, Aylsa, Wendy, John & Michael

Apologies: Dr Kent, Audrey and Tim

1. Minutes of last meeting were read by Lucy, and confirmed to be correct by others.
2. Alison informed members of staff changes with Dr Walden due to leave us in April. She is leaving to work closer to home. The group agreed she will be sadly missed as she had a good reputation amongst the patients.
We have welcomed Lesley Barr to the team who has a Community Respiratory Nurse background. She has joined as a trainee Nurse Practitioner, who like Janet, will help with walk in surgeries.
Dr Angus Ross will be work Thursdays and Friday in April and covering any Locum work as needed in the year.
3. Alison updated the group on NHS England changes with the new Primary Care Network which is included in the new GP contact. Details are yet to be finalised, but the surgery has been instructed to close on the afternoon of Thursday 21 March, by the CCG so a Darlington wide clinical meeting can be held to move this forward. The town has been given a deadline on 31 March, by the CCG, to make a decision on the way forward.
4. The group discussed how the method of signposting patients is working. It was generally felt that it works well, the surgery is happy for patients to decline from the option, but actually the uptake has been quite good. Lucy informed the group how the surgery get a monthly report from the CCG who are monitoring our participation.
5. The persistent problems with the touch screen (self-booking in screen) were discussed. The group were asked if the screen would be missed if we had it removed, if problems were not resolved. Most of the group admitted that they do not use it, but could see the benefit of it when queues are long at the front desk. It was agreed that we would continue to monitor problems.
6. The group discussed the new app and text messaging service provided by MJOG and the pros and cons with it. Alison updated the group of another new app in the pipeline with Digital Health. This will enable patients to register home BP readings via the app or by text which will update straight to patient records. Another app available is the new NHS app, which we do not have much information on at present, but is available. The surgery has concerns that we are bombarding patients with various options, but want people to be aware of what is available.
7. Friends and Family Tests results were discussed as we have seen an increase in numbers returned now that they can be done via MJOG. 99% of these have been extremely likely to recommend the surgery services.
8. The group were advised that CQC inspections are due. Most of the town surgeries have had an inspection or have the new telephone inspection date booked.

9. Alison updated the group on current and future changes allowing patient access to their clinical records and the workload for the surgery to implement this.
10. The change in the new bus route was discussed. Although this is really out of our hands we agreed to monitor the service and any difficulties this provides for patients.
11. The Flu campaign was discussed; the surgery had been hit with missed deliveries by suppliers which lead to a shortage in supply, which was a national problem. A larger number of patients than previous years had attended pharmacies for their jab.
12. Lucy advised the group that the surgery was looking to appoint an apprentice in a clerical role, to help with the changes in the secretarial roles.
13. Lucy confirmed that our fax would be switched off from 1 April, again in line with NHS guidelines.
14. The members gave feedback on the new ways for order prescriptions. Patients missed been able to call the surgery but could understand why this had been implemented to prevent mistakes.
15. Alison asked the group if they had any thoughts on ways that we could improve our service to patients. No improvements could be thought of at present.
16. It was agreed that the next meeting would be in September 2019.