

PATIENT PARTICIPATION GROUP MEETING

23 September 2019

Present: Alison Macnaughton-Jones, Mark Kent, Lucy, Charlotte, Audrey, Michael, Aylsa & John

Apologies: Wendy and Tim

1. Minutes of last meeting were confirmed to be correct by those attending.
2. Charlotte, our Clinical Pharmacist, was introduced to the group. She explained her role within our Hub (Rockliffe Surgery, Carmel Medical Practice, Orchard Court Surgery and Blacketts Medical Practice). Supporting GP's with hospital discharge letters, seeing patients face to face for medication reviews and pharmaceutical stock queries.
3. Alison informed the group about upcoming staff changes within the Surgery. Vikki Briggs will be joining us from 1 October as a very experienced Nurse Practitioner to work alongside the GP's, in the same way as Janet does on a Thursday morning. This will provide vital time for Dr Macnaughton-Jones to deal with the increase in administration tasks required by the practice.
4. Lucy advised the group that due to Vikki's employment we were no longer in a position to offer an apprenticeship for a medical secretary at this time.
5. Alison gave the group a quick update that the CCG had authorised that all the Darlington Practices had joined one Primary Care Network, as required in the new GP contract. The PCN had appointed a board but was still in the early stages of development.
6. Lucy explained the new way of working that the CQC had adopted. An annual phone call and a physical inspection every 5 years. We had our phone call on the 22 July 2019 and the assessor saw no requirement for a sooner inspection. Our next inspection will be before December 2020.
7. The group discussed the current Flu Campaign for 2019 and the delayed supply for the under 65's injection. These are due in week ending 18 October and a flu clinic is planned for Saturday 19 October. Flu clinics are currently been run for the over 65's.
8. There was a brief discussion on the shortages of some drug availability, possibly due to Brexit and the surrounding uncertainty.
9. Lucy informed the group that Healthwatch had been invited to attend the meeting, but they were unable to send a representative. Healthwatch are currently undertaking a Primary Care and GP Services Project and want to hear the public's voice for health and social care issues. Healthwatch would welcome any feedback and Lucy provided contact details via www.healthwatchdarlington.co.uk website.
10. 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.
11. It was agreed that the next meeting would be in March 2020.