

**CONFIDENTIAL**

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 3<sup>rd</sup> July 2013**

**PRESENT:**

Ms R Rubin (Chair)	Mr J D Bentley
Mrs E Beach	Mr K Roberts (Secretary)
Mr L Joss	Mr J Short
Mrs J Dickson	Mr C Allison
Mrs A Joss	Ms L Hext (reference item 7)

<b>01072013</b>	<b><u>Apologies</u></b> Apologies of absence were received from: Dr Luxmoore, G Harbour, C Allison, M Dent, K Beeny, D Beeny
<b>02072013</b>	<b><u>Minutes from previous meeting</u></b> The minutes of the last meeting were accepted as a true record and, along with all previous minutes, are approved for publication on the Old Forge website
<b>03072013</b>	<b><u>Matters arising</u></b> <b><u>Item 05112012</u></b> <i>Care Quality Commission (CQC)</i> J Dickson provided an update of the process of CQC inspections. How it will work is still unclear however it is known that the CQC see the PPGs as a valuable source of information during inspections. The PPG will need to provide contact details for, and make available, the Chair and one other as points of contact for inspections. J Dickson provided copies of the CQC guide 'A Guide for Working Together'
<b>04072013</b>	<b><u>Confidentiality Documentation</u></b> It was agreed to publish the minutes from the PPG meetings on the Old Forge website, once they have been approved at the following meeting. It was agreed to publish the agenda on the Old Forge website 10 days before each meeting. J Dickson reported that a consultation with the Medical Protection Society (MPS) had recommended that all members of the PPG be bound by a confidentiality agreement. J Dickson provided blank agreements and all present signed and returned them. Copies will be made available at future meetings to 'mop up' those members not present.
<b>05072013</b>	<b><u>Practice Website and Online Requests</u></b> J Dickson reported that it had become necessary to update the Old Forge website to accommodate new services. Systmonline provides services for repeat prescriptions and online booking of appointments. Systmonline provides improved safety, security and controls. There will be a push to enrol 5% of patients to the repeat prescription service. If this is successful it will be rolled out further. Online appointment booking needs careful consideration to ensure those patients that do not use IT

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	<p>are not disadvantaged. Some appointments will be reserved for telephone / onsite booking. These new services were discussed and feedback from the PPG was positive.</p>
<b>06072013</b>	<p><b><u>PPG Membership Update</u></b></p> <p>The names of the members were listed on the old website, but are not on the new website. This was discussed and all present felt it is important that the PPG is seen to be open and approachable and to achieve this it is very important that all members are listed.</p> <p>Action: Those not present please provide your views and/or willingness to be listed on the Old Forge website.</p> <p>Mr &amp; Mrs Joss reported that the two potential new members had decided not to progress the application due to other commitments.</p>
<b>07072013</b>	<p><b><u>Practice News</u></b></p> <p><i>Medicine Waste</i></p> <p>Lisa Hext, Durham Dales CCG Pharmacist Representative, reported that the CCG have sponsored a drive to reduce medicine waste which it is estimated currently costs Durham Dales £2m per year. L Hext circulated an information leaflet that will be available through chemists and surgeries and discussed other media, such as newspapers, radio and inserts for medicine bags to reduce medical waste.</p> <p><i>Old Forge Staffing</i></p> <p>J Dickson reported that one practice nurse is currently away from work long term and that 2 Career Start nurses would be joining. Career Start nurses are experienced RGN nurses but without experience of GP practice.</p> <p>J Dickson advised that Old Forge will be recruiting a health care assistant to support, and relieve the pressure on the existing Practice Nurses.</p>
<b>08072013</b>	<p><b><u>AOB</u></b></p> <p><i>Durham Dales Patient Reference Group (PRG)</i></p> <p>C Allison is a member of the PRG and reported that in November 2013 the Old Forge PPG would need to elect a representative. It was agreed to include the election as an agenda item at the next PPG meeting in November.</p> <p>C Allison advised the group that there is also a vacancy for an Observer and suggested that anyone interested in either role from November could attend the PRG meetings over the next few months to understand the roles. The meetings are held monthly at Bishop Auckland Fire Station.</p> <p>Action: Any PPG members interested should email C Allison, S Rubin or J Dickson</p>
<b>09032013</b>	<p><b><u>Date and time of next meeting</u></b></p> <p>There being no further business the meeting was brought to a close at 18:50. The date of the next meetings will be:</p> <ul style="list-style-type: none"> <li>• Wednesday 6<sup>th</sup> November 2013, 18:00 at Old Forge Surgery, Middleton-in-Teesdale</li> <li>• Wednesday 5<sup>th</sup> March 2014, 18:00 at Old Forge Surgery, Middleton-in-Teesdale</li> </ul>