

**CONFIDENTIAL**

**MINUTES OF PATIENT PARTICIPATION GROUP MEETING**

**Wednesday 6 March 2013**

**PRESENT:** Ms R Rubin (Chair)                      Dr J C Nainby-Luxmoore (arrived 18:30)  
                 Mr J D Bentley                                Mrs E Beach (Secretary)  
                 Mrs M E Dent  
                 Mr & Mrs L Joss  
                 Mr A McLean  
                 Mr J Short  
                 Mrs J Tait  
                 Mrs J Wainwright

<b>01032013</b>	<b><u>Apologies</u></b>  Apologies of absence were received from: G Harbour, C Allison, K Roberts and J Dickson  Mrs E Bentley has decided to step down as a member of the group.
<b>020032013</b>	<b><u>Minutes from previous meeting</u></b>  The minutes of the last meeting were accepted as a true record.
<b>03032013</b>	<b><u>Matters arising</u></b>  <u>Item 03112012</u>  <i>Local Bus Service</i> G Harbour emailed an update reporting that DCC are sending out updated bus passes to replace the ones that expire in March 2013. Anyone who has not received replacement bus passes by 18 March to contact DCC and let them know as soon as possible. No other worries were reported with the existing Bus Service.  <u>Item 05112012</u>  <i>Care Quality Commission (CQC)</i> J Dickson had submitted her apologies therefore it was agreed to postpone until the next meeting and not discussed further.  <u>Item 06112012</u>  <i>Midwifery Service</i> S Rubin had drafted a 2 <sup>nd</sup> letter to the PCT but on guidance from Dr Luxmoore and J Dickson stating that the service appeared to be improving it was decided to hold back the draft letter.

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<p><b>04032013</b></p>	<p><b><u>Autumn 2012 Patient Survey</u></b></p> <p>The patient survey results were posted onto the waiting room notice board.</p> <p>An introduction about the new Registrar has been posted onto the JX board but it was felt that a photo and introduction would be more beneficial on the notice board.</p>
<p><b>05032013</b></p>	<p><b><u>Old Forge Website</u></b></p> <p>It was noted that the PPG membership had not been updated on the website and more recent PPG meeting minutes have not been added.</p> <p>In relation to confidential documents posted on the website J Tait informed the meeting that some establishments approve the minutes before posting onto the public domain. There is a need to clarify any aspects of confidentiality which might preclude posting Patient Participation Group minutes on the Website.</p> <p>It was asked if the Surgery had the ability to check how many “hits” occur on the website - to be looked into.</p> <p>E Beach reported that the Practice was having problems with the Website and that the Practice is in the process of looking at replacing the current provider.</p>
<p><b>06032013</b></p>	<p><b><u>Any other business</u></b></p> <p><i>Ambulance Service</i></p> <p>M Dent was in receipt of a letter published in The Teesdale Mercury on Wednesday 6 March 2013 mentioning the problems with the NEAS service in the Dale.</p> <p>M Dent informed the meeting of the report of the NEAS call history of which 44.1% of all calls answered in January and 53.9% of all calls answered in December were out of the area. It was noted that the job cycle, from the initial phone call to handing over to A&amp;E can take 2 hrs or more and that the local crews can be out of the Dale for a whole shift.</p> <p>It was also reported that the NHS 111 Service needed to be reviewed as it has been found that inappropriate ambulances were being called out.</p> <p>When GP commissioning comes into force the current contract will continue for 12 months with negotiations for a new contract commencing in June.</p> <p>M Dent asked if the meeting was aware of a consultancy company, Explain, who are working on behalf of County Durham and Darlington Commissioning Group in gathering information to look at ways of improving ambulance provision in the area. The company will be carrying out interviews to ask patients about their experiences with the community paramedics. Dr Luxmoore suggested a poster could be displayed in the waiting room inviting patients who had had contact with NEAS to contact the Surgery.</p> <p style="text-align: right;">.../contd</p>
<p><b>06032013</b></p>	<p><b><u>Any other business contd</u></b></p>

	<p><i>Ambulance Service contd</i></p> <p>It was suggested inviting a member of the NEAS to the next meeting but it was agreed to wait until all negotiations for the new contract have been finalised.</p> <p><i>Backdoor NHS Privatisation</i></p> <p>J Short asked about the backdoor NHS privatisation currently being motioned by the Government. J Tait has received an email regarding the matter and will forward the email to the Surgery for the attention of the Doctors.</p> <p><i>New Members</i></p> <p>Mr &amp; Mrs Joss tabled the interest of 2 new members. E Beach will post the application forms to Mr &amp; Mrs Joss to pass to the interested party.</p>
<p><b>07032013</b></p>	<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.</p> <p>The date of the next meetings will be:</p> <ul style="list-style-type: none"> <li>• Wednesday 03 July 2013, 18:00 at Old Forge Surgery, Middleton-in-Teesdale (<i>Dr Luxmoore and M Dent tabled their apologies</i>)</li> <li>• Wednesday 06 November 2013, 18:00 at Old Forge Surgery, Middleton-in-Teesdale</li> </ul>