

Minutes of the Patient Participation Group Meeting 4.4.2017

PRESENT

Lesley Blakeston – Practice Manager	LB
Florence Gunn – Nurse Practitioner	FG
Clare Furey – Office Manager	CF
Sheila Brown – Patient	SB
Marlene Coatsworth – Patient	MC
Marjorie Robinson – Patient	MR
Catherine Penman – Patient	CP
Wendy Hadlington – Healthwatch Sunderland	

APOLOGIES

Tim Wright
Gaynor Mitchell
Eveline Robbie
Dave Harris
Linda Donaldson

Healthwatch Sunderland

Wendy Hadlington from Healthwatch Sunderland gave a brief presentation about the role of Healthwatch Sunderland and how it is a voice for everyone who uses the NHS health and council funded social care in Sunderland ensuring that patients get the best care out of the services.

WEB: www.healthwatchesunderland.com

Minutes of previous meeting – agreed

Matters arising

PPG name badges – LB advised that once the chairperson had been agreed she would order name badges.

Carers information – on website.

Chair – Cathie Penman offered to be chairperson and Sheila Brown seconded. It was agreed by those present that CP be chairperson. Support offered as required.

Practice Update

- LB advised the practice has two new reception staff, Rebekah and Megan. Dr Dhariwal is a new long-term locum. Dr Wilson will hopefully be returning in the near future. A new F2 Dr Chan starts on 5th April. The practice is still advertising for a new GP.
- The practice reached 12% in online services and Lucy one of the reception staff is actively involved in encouraging patient to register by going into the waiting room and talking patients thought what it involves.
- We are having a new self-check in installed on 19th April.
- Mobile phone messages regarding appointments are to be upgraded to two way so that the patients can reply. The new system with be through an APP which means there will be no charge.
- CCG is going to facilitate, by supporting the purchase of IT equipment such as monitors and webcam, telephone consultations between GPs/Consultants and GPs/Patients.

Issues Discussed

CP asked that when patients are booking ambulances and they use a motorised wheelchair that the ambulance service is informed as a patient she knows booked an ambulance and informed reception staff she used a motorised wheelchair but the information was not passed to the ambulance service and when the ambulance arrived they were unable to take her to her appointment and she had to pay for a taxi.

CP - Dr Wildermann advises some patients to call and ask for a note to be passed to him if they need to speak to him and he will call them back however reception staff are insisting that the doctors do not do telephone consultations. LB to look into this.

Date of meeting 6th June at 6pm