Walker
Medical
Group

Patient Participation Group

MINUTES OF PATIENT PARTICIPATION GROUP SESSION

HELD ON THURSDAY 22 MARCH 2018

Present: **Anne Raffle**
Paul Woodward
Faith Wakewell
Patient (name withheld)
Brian Doyle, Practice Manager
Janet Carmichael, Assistant Practice Manager

Apologies: **Adrian Pomphrey**

1. MINUTES FROM PREVIOUS MEETING

Appointments – There has been a heavy demand for appointments over the winter period.

Fundraising – Staff raised £150 for Dementia.

RVS referral form – This has not been received as yet. To ask Dan to chase up.

Newcastle upon Tyne Urgent Care - PW completed urgent care questionnaire and went to the meeting. BD stated he had heard nothing back from that.

Year Of Care (YOC) – End of March is the year end. We have been quite successful. We are in the process of sending letters out by Involve North East asking how well YOC is going from the patient perspective.

Elders Council Active Voices – The course started with seven attending but now it has gone down to four or five. However, those who do attend find it very useful. At the last meeting Stagecoach representatives attended. There will be a new course in the West End of Newcastle starting in April.

FAITH WAKEWELL – DEMENTIA

The project is going really well. They take referrals from the Memory Clinic and the surgery. 11 – 17 June is Carers' Week. It was stated it would be wonderful if the other voluntary groups could get involved. 21-27 May is Dementia Action Week.

Year Of Care (YOC) – UPDATE

At the moment we are looking at Chronic Obstructive Pulmonary Disease (COPD) YOC patients who see the Health Care Assistant first and then come back in at a later date to see the nurse. Some patients are not happy with this arrangement so the practice is looking into what it can do.

The CCG (Clinical Commissioning Group) want the practices to look at frailty which will be part of our contract going forward. Discussed.

FRIENDS AND FAMILY UPDATE

Looked at Friends and Family Survey. Discussed.

VIRTUAL PATIENT PARTICIPATION GROUP – NEXT SURVEY

The Group looked at the survey constructed for the virtual patient participation group. Discussed 'Appointment System Explained' document. AR suggested putting explaining what the on call team consisted of. BD will make the change to the document.

AOB

General Data Protection Regulation (GDPR) Changes – There will be a lot of work involved for the practice. The practice is still waiting for definitive guidelines.

DATE OF NEXT MEETING

This will be held on Thursday 31 May at 10:30 a.m.