



Patient Participation Group (PPG) meeting-1st November 2012

Present

Linda Rule, Alan Rule, Angela Banks ,Marie Curran ,David Nicholson (Practice Manager) , Dr Mari McGeever

Introduction

Dr McGeever made the introductions and thanked everyone for attending.

Explanation was made as to the purpose and hopes for the group.

As a member of Newcastle North & East Clinical Commissioning Group (NNECCG), an 18 practice commissioning group , we have a requirement to carry out a further approved survey this year and circulate the findings and establish agreed action points.

Action points from last year's survey, originally published in practice report were circulated at the meeting and the subsequent actions taken in response were discussed.

Questions asked by the PPG :

- 1) How appointment bookings could be made and how the system worked in general?
- 2) Why the practice appeared to be actively recruiting patients when there already seemed to be a lot of pressure on appointment provision. It was

explained that there is a high turnover of students each year and we need to replace those who leave each August.

3) Can Nurse Practitioners prescribe independently for minor conditions? Yes they can.

4) Did the Practice still run the student flat? No – this was discontinued several years ago, all patients can access appointments on the same terms.

5) Could patients make appointments at both Saville Place and Newbiggin Hall surgeries ? – yes as all patient notes are accessible electronically at both sites.

Requests made by the group :

1) All appointments to be released daily at 8 am so that there is no unfair advantage to online users.

2) Notices informing patients who have difficulty with stairs to inform reception so that alternative room arrangements can be made.

3) We will endeavour to do a post discharge visit for housebound patients following a prolonged admission.

Plan

David Nicholson and Mari McGeever to review the survey used in 2011/12 in light of feedback from the meeting and circulate proposed 2012/2013 survey to the Patient Participation Group for approval. Once approved the survey to be carried out and findings to be fed back to the group for discussion.

