**Minutes of the Meeting of Victoria Medical Centre’s Patient Participation Group on Tuesday 26 November 2019**

**Present:**

Dr Singh, Alison Tones, Practice Manager, Jayne McCarthy, Reception Manager, Annette Thompson, Chair Person for PPG.

**Patient members:**

Lee McDonald, Theresa Thomas, Karen Clifford, Margaret Collins, Rachel Hewitt

**Apologies for absence:**  Joanne McDonald, Clive Gibbons, Joy from Mayfield and Ronnie Stobbart.

1. **Introductions:**

Dr Singh was welcomed to our meeting.

1. **Matters Arising from Minutes of PPG meeting on Tuesday 17 September 2019:**

Participants agreed that the minutes are a true record of the meeting and under matters arising, the following issues were raised:

**Item 4. Constitution and AGM:**

1. Members were asked during the last meeting if they would state their preferences concerning which Constitution model of the two they took away to look at, they thought our PPG should adopt. One was a simple version which we currently use and the other more detailed, which AT had sourced. The consensus was that a merged document, using the best features of both should be produced and adopted. Jayne and Annette will follow this up.
2. It was decided that we will have an AGM, the date and time to yet be decided, when the new constitution is ready.

**Item 5: National Survey:**

The practice has decided to work with Healthwatch to carry out a survey using the same questions as the national survey with current patients, which will be reported on later on in the year.

1. **Patient Reference Group : Karen Clifford, PPG representative**

* Karen reported that the knock-on effect from the problems with parking at South Tyneside General Hospital is that consultations are being missed because patients find it too difficult or impossible to park. Further discussions at PRG meetings are likely.
* Practices are being encouraged to use the Primary Care Life Cycle Services – it was pointed out that this practice already does.

1. **CQC Recent Inspection:**

* Alison and Jayne said that the practice had had very positive verbal feedback from the inspectors at the end of the inspection time.
* There is now a 4 week wait (approximately) before the official rating is known and the report published.
* The issue of Video consultations was raised, but patients who were surveyed didn’t want it.
* Staff training of new members is ongoing as is updating of skills and knowledge of longer term staff.
* Dr Singh was asked if she could identify any challenges to the practice and the following was discussed with inspectors:
  + Dr Singh and partner do not own the building. It still belongs to Drs Vinayak. This has been problematic as repairs have to be sanctioned and paid for by Drs Vinayak, and this has sometimes been a very slow process, ending up with Dr Singh paying the bills. Discussions are ongoing about this, as no obvious solution is forthcoming. It was suggested by some panel members that a patient petition be conducted, since the central heating system is in urgent need of repair – the surgery is constantly too hot – it cannot be switched off or properly regulated, despite having heating engineers to look at it. Lee said he would have a look to see if anything else could be done for the moment.
  + There have also been some difficulties with nurse recruitment and retention, but new nurses are now in place, which should resolve any past problems experienced.

1. **GP2Pharmacy :** Jayne explained what this scheme offers as follows:

* **7** day referrals available
* Receptionists have a script to follow, which allows them to identify where it might be suitable for a patient to have a consultation and be prescribed medication by a pharmacist.
* If the patient agrees they will be offered a convenient Pharmacy and the appointments are often available same day.
* There are 8000 appointments available over the period of a year.

**Any Other business:**

1. Karen is going to report on GP2 Pharmacy and how it is working in this practice in next Patient Reference Group. She will report back to next meeting.
2. She will also share our caring approach as to the use of patient reminders for appointments, as no shows are costly for hospital appointments too.
3. Members of the group were thanked by Dr Singh for the work that they are doing in the PPG. A buffet, was provided by Dr Singh and was enjoyed by everyone.

**NEXT MEETING; Tuesday 11 February 2020 6pm to 8 pm.**