**Minutes of**

**NPC Felton and Widdrington Patient Participation Group (PPG)**

**Meeting held at 11:00 on 24th April 2025 at Felton Surgery**

1. **Present:** Dorinda Jack (DJ)- PPG Member and Chair, Bryan Stanley (BS)- PPG Member, Jill Mark (JM)- PPG member, Elaine Medhurst (EM)- Senior Practice Manager, Natalie Arnold (NA)- Social Prescriber, Sam Morrison (SM)- Admin Lead, Rachel Pickles (RP)- Dispenser.

**Apologies:** Eileen Blagburn (EB)- PPG member, Hazel Hood (HH) - PPG member, Abigail Callender (AC)- Group Manager, Lauren Tailford (LT) – Temporary Practice Manager, Chris Mcgee (CMc) – NPC Communications Officer

**Minute taker:** Sam Morrison

1. **Declaration of interest**: None.
2. **Minutes of previous meeting held on 16th January 2025 (approved via email)**

**Actions and Matters arising:**

* **Lack of information on noticeboards-** Noticeboards have now been updated by RP and full meeting minutes will go up in reception as well as on the website.
* **Availability of appointments at Felton –** SM will remind coordinators to make patients aware of appointment availability at both Widdrington and Felton

1. **Supporting Carers**RP and NA are the Practice Carers Champions.

DJ mentioned that Carers Northumberland can help arrange training for all the staff. RP will look into the training and invite all staff if they can attend. **A/P**

NA will be inviting carers in for appointments with her for wellbeing checks, this will be done via a booking link or by phoning reception and booking an appointment. NA is working extended access sessions from 10am-8pm to try and meet the needs of different carers. NA is currently based at Widdrington but is flexible and offers home visits. The practice as a whole is actively trying to identify any carers.

There is now a carers noticeboard up in both Felton and Widdrington waiting rooms with some information and leaflets for anyone interested.

DJ will email over the QR Code poster she has been given by Carers Northumberland; this is a quick link to information and will be up in the waiting room. **A/P**

SM will create a form to put out in the waiting room for patients to complete if they identify as a carer, this can then be added to their records. **A/P**

1. **Report from Practice Manager**

Clinic and Staff information were circulated prior to the meeting.

**Clinics at Felton**- Below is an updated Clinic list at Felton Surgery, which will also be advertised on the noticeboard.

**Felton Surgery**

Opening hours Monday to Friday 08:00 to 14:00.

Fourth Tuesday every month appointments available from 07:30.

**Clinics from February 2025:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Weekday** | **Dispensary opening hours** | **Clinician** | **Service** |
| Monday | 08:00 to 14:00 | Dr Justine Norman | Morning surgery |
| Tuesday | 08:00 to 14:00 | Practice Nurse | Morning surgery on 4th Tuesday every month. Appointments available from 07:30. |
| Wednesday | 08:00 to 14:00 | Healthcare Assistant | Alternate morning surgery |
| Thursday | 08:00 to 14:00 | Mental Health Practitioner | Morning surgery on the 1st Thursday every month |
| Friday | 08:00 to 14:00 | ACP Kaye Williams  Healthcare Assistant | Morning surgery  Alternate morning surgery |

We are currently exploring options and the demand at Felton for a First Contact Physiotherapist, Social Prescriber and Pharmacist.

**Staffing update –**

EM reported that a secretary has resigned and a new secretary will be in post in June. The vacancy is not having a detrimental impact on admin services, with all admin team staff providing cover.



1. **New Felton Surgery Build Update**

No update currently available. Due to the period of purdah prior to local council elections, an update cannot be given at this time.

1. **Concerns and comments from Patients**

**Access:** Patients would like to be advised of both Felton and Widdrington clinic availability, so that they can choose which suits them best depending on urgency, transport etc. SM agreed to remind the customer care administrators to be clear to patients about Felton appointment availability. (Outstanding A/P)

**Appointment Reminders -** Patients are getting a text to say their appointment is at the Surgery when they have booked a telephone call. SM and EM will work together to see if there is a way on the System to alter the text that goes out. This is an issue with Nurse appointments. They will contact TPP if this cannot be amended. **A/P**

**NHS App-** Some patients cannot access the NHS App with the new updates due to it not being compatible with older mobile phones. SM will investigate this and update. **A/P**

**Positive Feedback -** Patients are getting a survey through following appointments at the Practice to give feedback on their experience. There is also a paper copy for patients to complete in the Waiting room. We are consistently receiving high satisfaction rates.

A patient had reported receiving a survey request whilst waiting for blood results. The text message simply said ‘you have a message, please log in’. This caused alarm. EM will investigate the possibility of updating the wording for messages which are survey requests. **A/P**

DJ reported very positive feedback from some patients.

1. **Social Prescribing**

NA gave an overview of her role.

**.** A social prescriber aims to help patients improve their overall wellbeing by connecting them to non-medical support services and community resources for up to 12 sessions. The appointment is a space for people to talk and can include, housing issues, finances, help to complete forms and support to carers.

**.** Natalie offers Face to Face appointments, telephone appointments and home visits.

**.** The PPG will find out of any local groups in/around the Felton area and inform NA.

**.** BS will email NA with the Swarland and Newton on the Moor Column.

1. **AOB**

. EM mentioned that there had been interest from someone in West Thirston to join the PPG. EM will ask LT to follow this up. (Outstanding A/P)

. Any further Flu & Covid clinics SM will be communicated to the PPG so that they can assist with communication to patients.

. New Surgery Website launches on Tuesday 29th April. Posters are up in Felton and Widdrington Surgery with some information on the new website.

. The Surgery is now a Veteran Friendly Accredited Practice. A text went out to patients to reply/get in contact if they are a Veteran so this could be coded on record. The Surgery will be arranging annual reviews for Veterans to have a review with a GP. EM to send Certificate to RP to put up in Felton waiting room. **A/P**

. EM advised the group that she has temporarily relocated to NPC Amble and Broomhill for six months to support the team and further enhance our neighbourhood network. Lauren Tailford, who has recently been promoted to Practice Lead at NPC Amble and Broomhill, has temporarily relocated to NPC Felton and Widdrington to support her learning & development in her new role in a smaller NPC practice.

. DJ advised that NPC has approved a terms of Reference for all PPGS, and will circulate. **A/P**

**.** DJ advised that she was unable to attend a recent NPC Chairs meeting. She will update members on the meeting once she has received minutes and update. **A/P**

1. **Date of Next Meeting - Thursday 17th July at 11am in Felton Surgery.**