**Minutes of**

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

**Meeting held at 11:00 on 17.07.2025 at Felton Surgery**

1. **Present:** Dorinda Jack (DJ)- PPG Member and Chair, Bryan Stanley (BS)- PPG Member, Hazel Hood (HH)- PPG Member, Suzanne Beddow (SB)- PPG Member, Sam Morrison (SM)- Admin Lead, Lauren Tailford (LT)- Practice Lead.

**Apologies:** Jill Mark- PPG Member, Eileen Blagburn- PPG Member, Rachel Pickles- Dispenser at Felton Surgery

**Minute taker:** Sam Morrison

1. **Declaration of interest**: None.
2. **Minutes of previous meeting held on 24th April 2025 (approved via email)**
3. **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

**. NHS App and Messaging -** SM brought information to the meeting regards access to the NHS app. BS agreed to test the instructions. (ACTION POINT)

1. **Surgery Refurbishment update and questions from Patients:** The Surgery refurbishment is still on schedule to start in November.

FAQ are now on the surgery website.

It has been asked that if any further events could a microphone be used so everyone can hear, SB advised this is available at the Village Hall, LT noted that will ask for Microphone when organising the booking.

Any feedback from patients on the design of the Surgery can be emailed- [nencicb-nor.widdringtonandfelton@nhs.net](mailto:nencicb-nor.widdringtonandfelton@nhs.net)

Service disruption during refurbishment is NOT expected. Patients will be given notice if any necessary disruption needs to be planned.

1. **Third party use of upstairs space.**

DJ had some ideas of what services could be offered in the upstairs space:

Condition support services eg dementia.

Age UK may be able to provide a variety of services.

Bereavement support.

Services which patients might pay for such as foot care, Ear health- checks, wax removal, hearing tests, holistic therapy such as massage or yoga.

NHS services such as next level physiotherapy and audiology.

Baby clinics, for new mums etc.

If anyone has any more ideas feel free to let the Practice know.

SB mentioned about a lift to get upstairs and advised you can get funding for disability access. The meeting stressed the necessity of disabled access if upstairs is to be used by the public. LT will speak to Jamie Mitchell to look into options. (Action Point)

SB also mentioned a disabled toilet and offered to assist with design features. LT will also discuss with Jamie Mitchell. (Action Point)

1. **Changes to clinic schedule or staff.**

LT reported that a new Secretary is now in post and works 30 hours per week, Tuesday- Friday, a Care- Coordinator is leaving at the start of August and a full time advert was put out for this (now closed). Dr Helen Wilcox is leaving in 3 month's time and an expression of interest is out NPC wide, advert will go out for 6 sessions per week.

Natalie Arnold our Social Prescriber will be at Felton Surgery once a month from September.

David Mercer our First Contact Physio will be at Felton Surgery once a month from September.

Felton GP Schedule is now up on the Practice website and up in the waiting room at both sites for patients to view. From September there will be a GP three mornings a week at Felton Surgery.

SB advised would be a good idea for a noticeboard to go up on the outside of the building so when people are walking past, they can see what's going on. It was also suggested that windows in the house and house porch could be used for information displays. LT will speak to Jamie Mitchell about getting this.

1. **Patient Feedback**

**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)

Some patients still finding there is an 8am rush and engaged telephones. SM has advised patients are told they can fill out a Systmconnect (accessed via the Surgery website) or if they are unable to do so a member of staff can do it on a Patients behalf. LT is meeting Exec GP Dr Norman to discuss appointments.

Systmconnect is open 7:30am-5pm, patients are unable to submit during non opening hours- SM will feedback to the Systmconnect project team about the message patients get when Systmconnect is closed.

SM will email the comms team about the closure message for Staff training afternoons; it only goes out the morning of the training day which is not enough notice for Patients. The meeting suggested that an advance notice could go out on social media and be displayed in the surgery. (ACTION POINT).

**Prescriptions-** Feedback that the Clinicians are not always telling the patient where to collect their acute prescriptions from. Patients should be told to alert the pharmacist if they are waiting for a prescription at Widdrington. It has been asked that if the patient is seen at Widdrington for the Patient to be asked where they would like to collect from.

It was mentioned that Felton Surgery should keep more items of medication in stock to prevent patients from going elsewhere, SM will speak to JN however due to current size of the dispensary this may not be possible at the moment, this will definitely be something that is rectified after the refurbishment. (Action Point)

**Positive Feedback –** When patients are being seen by a GP at Felton they have had there bloods taken while in the appointment. Patients appreciate not needing to wait for a bloods appointment.

**Plans for NHS Funding-** DJ raised the recently published NHS 10 year plan and the potential conflict of constructive feedback vs ongoing funding. More detail is needed on the future funding model proposed, and the meeting agreed to work together to ensure that patient feedback can always be given, whilst also supporting the surgery to maximise NHS funding.

1. **AOB**

. New PPG members wanting to join. LT will contact the names she has and invite them to the next meeting. (Action Point)

. CC is creating a Felton specific Newsletter, PPG members advised that any newsletters should include

what NPC actually is, what's going on in the neighbourhood, List of opening hours, bank holidays and training days, information on what to do when the Practice is closed etc. SM will pass all of this on to CC. (Action point)

. DJ has a meeting with Health Watch and will inform the PPG members post meeting. (Action Point)

. SB suggested that there should be a standard PPG response to “what does the PPG think about the refurbishment”. The PPG will agree a response and LT will pass to comms. (Action point)

. SB asked what the practice is doing to increase the patient list size.

SB suggested some registration packs, welcome letters, who we are and what we are. Also some advertising that we are taking on new patients. SM and LT will arrange some new packs to be made up and see if some comms can go out. (Action Point)

1. **Date of Next Meeting – Tuesday 14th October 2:25pm at Felton Village Hall.**