**Minutes of the Patient Participation Group (PPG) meeting.**

 Tuesday 11 February 2025. 16.30 hrs.

 Druridge Bay Community Centre – Hadston Precinct.

Present: - M Bond (Chair), P Atkinson (Sec), Hannah Theobald (NPC Ltd/CMG), Dr K Carman (CMG), W Gibson, R De Gruchy, D Simpson, J Walker, K Griffin, S Dunne and H Dempster.

Apologies: - L Tailford, M Morrison, B Clark, P Hales, P Griffin, S Ade-Laval, C McDonald, C Carr.

The Chair welcomed all to the meeting and members introduced themselves around the room. The minutes of the last meeting were agreed as an accurate record.

Matters Arising: -

* The question of name badges for staff had still not been resolved. The meeting was assured that this matter would be looked at carefully along with the issue of a board located in the surgery that listed all the Practice staff, their positions in the organisation along with an identification photograph. The current lanyards did not allow any patient to read the name of the staff member. The Practice had purchased some name badges from Amazon. It was pointed out that the photos on the website were not up to date. **H Theobald.**
* The question of trying to widen the demographics of the PPG membership had not been addressed after the last meeting. It was agreed that this was the responsibility of the Practice and Hannah said she would look at how this could be addressed. Last year, a large number of new patients had applied to join the PPG which was followed subsequently by no new patients expressing a wish to become PPG members. The membership at present with 17 patient members was at a healthy level but it would be helpful if a few new names could be added. It was agreed that any new members would be able to join without a need for a vote. It was felt that most patients did not know what the PPG was. Once the Terms of Reference (ToR) had been agreed with NCT Ltd, then an advertising campaign could be run. Holding an ordinary PPG meeting including the use of TEAM for those who could not attend, was mentioned as a possibility. **H Theobald**.
* The question of a CMG information evening meeting was addressed by Dr Carman and the idea was thought to be a useful one. Dr Carman was interested in the suggestion and thought would be given to the subject before the next meeting**. Dr Carman**.

Feedback on meeting with NCT Ltd: - An agreed ToR had not been accepted yet and was still being worked on. An outline draft document had been circulated to members and this was the basis for a final decision in the near future. It was pointed out that the CMG PPG members operated as well as any in the region with an active committee, regular meetings and proper consultation. **Chair and H Theobald**.

Developments with Northumberland Primary Care Ltd: - Hannah Theabald from NPC was currently working in the Practice to fill a temporary vacancy. There were no other developments to report other than that CMG appreciated the support that NPC gave to the organisation at Amble and Broomhill. It had supplied staff to the Practice when there had been shortages.

Practice Update: - Two Registrars had recently left but were replaced by new staff. Dr Ben Burvill had left just after Christmas. Rebecca Curtis had left but her position had been filled by Lauren Tailford. Nobody had left recently from Admin. There was a need for a fully qualified Practice nurse and this vacancy was being pursued with some difficulty at the moment. It was agreed that the Reception staff seemed a lot more settled and there had been a decline in some patients becoming impatient with them.

* The members suggested that getting an appointment seemed easier. It was pointed out that adverse comments on Facebook by some patients were being challenged on-line by other patients who were satisfied with their experience.
* Some members reported that the telephone call-back system was not working so well. One member had to wait 35 minutes on a call to Reception before getting cut-off**.** Hannah said she would check if the call-back was working correctly. **H Theobald**.
* People requiring the regular B12 injection need to be contacted to make an appointment earlier than just 24 hours before. The Practice would look into this to see that patients were receiving the correct pre-notification. **H Theobald**
* Having pharmacy support within the Practice meant that a full medication review for each patient would start on the 1 April 2025, along with repeat prescriptions being approved more quickly.
* Peter A had placed a recent Practice Update in the Pelican local magazine following approval by the Practice. This was regarded as a useful piece of communication in keeping patients informed. Something similar should be placed in The Ambler.

 Anima Appointment Booking System: - There appeared to be less problems with the system although some older patients found it a frustrating process. Anybody who could not work the system were still able to contact Reception.

Nomination for new Secretary: - Peter was planning on leaving after the next meeting in June and nominations were being sought for a replacement. Nobody as yet wished to volunteer although one person might put their name forward.

AOB; -

* A question was raised as to whether former Armed Service personnel had a dedicated doctor to deal with medical issues affecting the veterans. Dr Burvill had filled this role but he had left and no other doctor had any specific training in this field. It was suggested that this was a national issue and Dr Carman said she would raise the matter with the Practice**. Dr Carman**.
* It was asked if all patients had a specific named doctor. The answer was, yes. If anybody wanted to know who their named doctor was, then they could contact Reception.
* The subject of older men having a regular prostate check-up was raised after the publicity involving Chris Hoy. It was accepted that prostate cancer was now the most common cancer given that breast cancer detection had improved. It was suggested that anybody could get checked by making an appointment through Anima.

There being no other business, the meeting closed at 17.45. It was suggested that the next meeting be held at the Fourways Centre in Amble at 13.00 hours.

**Date of next Meeting.**

 **Tuesday 8 July 2025 at 13.00 hour – Fourways Centre, Amble.**