



Minutes of

NPC Felton Patient Participation Group (PPG)

Meeting held at 1:30pm on Tuesday 20th January at Felton Surgery.

- 1. Present:** Dorinda Jack (DJ)- PPG Member and Chair, Hazel Hood (HH)- PPG Member, Suzanne Beddow (SB)- PPG Member, Jamie Day (JD)- PPG Member, Jill Mark (JM) -PPG Member, Sam Morrison (SM)- Senior Admin Lead, Lauren Townsley (LD)- Senior Care Co-ordinator, Rachel Pickels (RP)- Dispenser.

Apologies: Jennifer Parker- PPG Member, Elaine Medhurst- Practice Manager.

Minute taker: Lauren Townsley

The meeting opened with a moment to reflect on the passing of Bryan Stanley. Bryan was a PPG member for several years and his commitment, determination and contributions on behalf of all patients will be missed.

The meeting accepted the resignation of Eileen Blagburn. Eileen has been a very long standing member of the PPG who represented patients with commitment. She will be missed from the group.

- 2. Declaration of interest:** None.
- 3. Minutes of previous meeting held on Tuesday 14th October 2025 (approved via email)**
- 4. Action Points Outstanding**

	Action	Outcome
24/04/25	RP to look at training available from Carers Northumberland and include other staff where applicable.	SM will speak to Natalie Arnold the Social Prescriber to see if she will lead on this as she is already leading on Carers work.



		Outstanding
17/07/25	SM to speak to comms re newsletter information.	DJ has spoken to Comms Lead and a piece has now gone out in newsletter. Closed
17/07/25	LT to email JM regarding upstairs access/lift and accessible toilet at Felton Surgery.	LT emailed JM – awaiting response. Meeting scheduled for 20/10/25. DJ also raised queries with the project team regarding disability access upstairs, accessible toilet, general access and car parking – an email response on 19/12/25 states there will will not be disabled access upstairs. PPG members are very disappointed in this outcome. The project team are not progressing a disabled parking space or car parking concerns. Land at the surgery rear entrance is not large enough to meet the legal requirements of a disabled car parking space. Disability access to the ground floor meets all legal requirements.Closed
17/7/25	LT to email JM about outside noticeboard/use of windows for information sharing	LT emailed JM – awaiting response. Meeting scheduled for 20/10/25. DJ spoke to EM and Comms lead at village hall drop in session, confirmed that it was

		entirely for surgery to use the space for communications and notice boards. Closed
14/10/25	JN to schedule a temporary weekly ACP clinic, until new GP is assigned. Clinic schedule to be updated on the web.	GP and ACP clinics scheduled at Felton. Website updated with clinics. Closed
14/10/25	SM to update the group regards surgery refurbishment after the project meeting on 20/10/25	DJ updated PPG members. Ref email from project team on 19/12/25. Closed
14/10/25	SM to speak to gardener re tidying front of Felton premises	SM got Gardner to Felton Surgery. SB feels more needs done, SM to ask them to go back out and explain what needs tidied up. Outstanding
14/10/25	SM to speak to Refurbishment team about a shower for clinicians.	JN consulted with all staff, and it was decided a shower was not necessary. Closed
14/10/25	JN to arrange a 'research' update for The Bridge.	JN wrote a piece on this, and DJ sent to The Bridge (published in December issue) and The Column (scheduled for February) – JM will keep an eye out to see if included in Feb issue. Closed
14/10/25	SM to speak to EM regarding arranging next 3-4 PPG meeting dates.	Next 3 meeting dates confirmed with all. Closed

5. Surgery Refurbishment update and questions from Patients:



DJ spoke to Comms lead yesterday and a meeting is scheduled with her and EM next week. Hopefully next Monday or Tuesday DJ will be able to let everyone know of any updates. (Outstanding action point)

The current update is that work is due to start on premises in February, and communications will be circulated to patients at the end of this month. HH mentioned that people are unhappy about a perceived delay and wondering if it will ever start.

Discussion around electric car charging points and disabled parking – after discussion the PPG concluded they don't feel any strong remit from patients to do anything with this, the project team aren't progressing it, and, it is up to council to remove the electric points. HH mentioned that she was informed electric points were only there as a trial. SB and JD going to investigate this to see if this is correct and if so when does the trial period end. (Outstanding action point) The PPG agreed it was up to individuals to pursue with the council.

SB asked about having an allocated parking space for the GP on call and asked if there are going to be two spaces at the top of the rear road near outhouse as well as behind the Surgery. SM will ask for specific staff car parking details at next project meeting. (Outstanding action point)

SB asked about bike storage for staff and patients. SM to check this. (Outstanding action point)

Disabled access to upstairs – the meeting accepted with disappointment the response that there will be no lift to the proposed community space upstairs. SB asked if appropriate electric points could be installed with a view to finding some funding for a stair lift at a later date. SM will take this suggestion to the next project meeting. (Outstanding action point)

The meeting noted that a previous offer for the PPG to meet with the developers has still not been arranged. The PPG feels that an on site visit would be very beneficial. DJ will chase at next weeks meeting with comms. (Outstanding action point)

6. Changes to clinic schedule or staff.

SM shared that a new GP, Sue Picton has joined the team and will be working every Friday. Another new GP is due to start in February and will be working Tuesday's and Wednesday's.



In the meantime regular ACP clinics continue to be scheduled at Felton when GPs are not available.

SB asked what notice GPs are required to give for planned annual leave. SM confirmed- 6 weeks.

DJ asked that the website is updated more regularly with the clinic schedules. SM explained the GP ledgers are done 4 weeks in advance however sometimes we are waiting on confirmed cover for any holidays etc. SM agreed to ensure clinic schedule can be as up to date as possible.

A new HCA Amanda has now started and works Wednesday's and Friday's and will be working at Felton alternative Wednesday's with our other HCA Steph working alternative Tuesdays at Felton.

Feedback from First Contact Physio that clinics at Felton are now starting to fill up and are being utilised well.

SM circulated a proposed Surgery leaflet which will be made available to new patients. PPG members were asked to provide feedback to SM. (Outstanding action point)

7. Patient Feedback

Feedback from patients is generally positive, phones are being answered quicker in the mornings and reception staff are showing willingness to help with SystemConnect appointments online.

SB mentioned that some people are under the impression Felton Surgery are not taking on any more patients. SM explained this is not the case and patients can register in practice or online via the website. SB suggested that this be advertised more. SM will speak with EM about getting some more comms out about this. (Outstanding action point)

JM suggested that more services need to be offered to bring in more patients.

SB fed back that she feels more promoting could be done. Utilising the website better and local newsletters. SM will pick this up with EM and comms team. (Outstanding action point)

SB mentioned the Facebook page is a lot more informative now.



SB talked about the general upkeep/tidying of outside the front of the Surgery, SM to speak to the Gardener to come out again as it was discussed it is still looking quite untidy following the last visit from them. (Outstanding Action Point)

SB reported that a local resident impacted directly by the refurbishment plans has not been kept up to date. DJ will discuss at the comms meeting. (Outstanding action point)

8. Meeting dates and times.

Next three meeting times were discussed and agreed. SM will inform EM of dates and times.

April 14th at 1330, July 14th at 1330, and October 13th at 1100.

9. AOB

SM mentioned that EM would prefer a joint Felton and Widdrington PPG. The meeting did not agree with this. It was previously agreed that there would be a Felton only PPG, at least until the surgery refurbishment was completed and the issues particular to Felton resolved. There is no Widdrington representation on the current group, the demographics are very different, and current members do not feel comfortable representing patients from whom they have no remit. SM to discuss again with EM. (Outstanding action point)

JM asked if there would be a receptionist at Felton post refurbishment. SM confirmed that yes there would be.

10. Date of Next Meeting – Tuesday 14th April 2026 at 1:30pm at Felton Surgery.

Action Log



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14/10/25	SM to speak to gardener re tidying front of Felton premises	SM got Gardner to Felton Surgery. SB feels more needs done, SM to ask them to go back out and explain what needs tidied up. Outstanding
20/01/26	DJ to update members following refurbishment project update from comms next week.	
20/01/26	JD & SB will investigate the electric car charging points issues and determine any likelihood of the points being moved.	Post meeting HH has also mentioned this to local councillor Glen Sanderson.
20/01/26	SM to take refurbishment queries to meeting scheduled on 22/01/26 - clarification of parking arrangements at rear of surgery; duty GP, space by outhouse and two spaces marked on plan - arrangements for bike parking - if electrics could be put in place for a stair lift - the necessity of the footpath at the rear - plans for the garage at the top	



20/01/26	DJ to chase offer of a meeting with the developers. To include a site visit.	
20/01/26	All to give feedback on the proposed surgery leaflet.	
20/01/26	Communications- SM to discuss with EM and comms team: - more promotion regards accepting new patients - regular use of newsletters for improved general promotion of services	
20/01/26	SM to discuss separate Felton and Widdrington PPG's with EM.	