



Minutes of NPC Felton Patient Participation Group (PPG)

held 1:30pm on Tuesday 14th April at Park View Felton.

- 1. Present:** Dorinda Jack (DJ)- PPG Member and Chair, Suzanne Beddow (SB)- PPG Member, Jamie Day (JD)- PPG Member, Jill Mark (JM) -PPG Member.

Apologies: Hazel Hood, Jennifer Parker, Elaine Medhurst, Samantha Morrison.

Minute taker: DJ

The group noted the absence of a surgery representative but decided to continue the meeting. Although updates would be limited as a result, the PPG, as an independent patient led group, wished to discuss and record the current known position on a number of items.

- 2. Declaration of interest:** None.
- 3. Minutes of previous meeting held on Tuesday 20th January (approved via email)**
- 4. Matters arising – none.**
- 5. 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
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. Update 14.04.26 A gardener attended again this morning but the sycamore remains rooted (although cut), and none of

		<p>the weeds at the front of the building have been removed.</p> <p>Outstanding</p>
20/01/26	DJ to update members following refurbishment project update from comms next week.	<p>Email update circulated to all. A patient update also went out to all patients.</p> <p>Closed.</p>
20/01/26	JD & SB will investigate the electric car charging points issues and determine any likelihood of the points being moved.	<p>Post meeting HH has also mentioned this to local councillor Glen Sanderson.</p> <p>SB & JD have engaged with county and parish councils. The LA is in favour of the charging points being relocated.</p> <p>Discussions are ongoing.</p> <p>The PPG is in favour of the charging points being relocated.</p> <p>Closed.</p>
20/01/26	<p>SM to take refurbishment queries to meeting scheduled on 22/01/26</p> <ul style="list-style-type: none"> - 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 	<p>Outstanding.</p>

20/01/26	DJ to chase offer of a meeting with the developers. To include a site visit.	The PPG had anticipated, and hoped that a meeting would be arranged before work commences. The PPG feels they have much to offer in terms of suggestions. The offer is for a meeting once the developer is on site, which will be arranged in due course. Closed.
20/01/26	All to give feedback on the proposed surgery leaflet.	Feedback given. Awaiting redraft of leaflet. Outstanding.
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	There has been regular information on facebook reflecting that Felton is accepting new patients, plus an item on the website. However a google search continues to highlight a website page stating that Felton is NOT accepting new patients. Outstanding.
20/01/26	SM to discuss separate Felton and Widdrington PPG's with EM.	Outstanding.

6. Surgery Refurbishment update and questions from Patients:

No update available. No update on surgery web site.

The meeting noted that planning permission has been granted and relevant documentation is available on the LA planning portal.

A patient wide communication has been promised in due course.



The PPG welcomes the planning status and hopes that work will be commencing very soon.

7. Changes to clinic schedule or staff.

No update available.

The meeting noted that the clinic schedule on the surgery website is not up to date, the last date being shown as 27th March.

Action Point: DJ to request that the clinic schedule be updated.

8. Patient Feedback

A potential patient has asked about liability should a patient be harmed. DJ's research suggests that the NHS employer is always liable under the legal principle of vicarious liability, irrespective of who delivered the care. However the PPG would like this confirmed. An email query has already been submitted to the practice manager, but will be chased.

Action Point: DJ

Patients continue to complain that they must travel to Widdrington for vaccinations. The PPG again requests that a vaccination fridge be installed at the Felton premises. **Action Point:** DJ

A patient has noticed that the PPG minutes on the notice board are very out of date. **Action Point:** DJ to request that minutes are updated on to the notice board after each meeting.

9. AOB

SB asked if the PPG should have a presence at Felton Fair. To be discussed again at next meeting. **Action Point:** To agenda for next meeting.

10. Meeting dates and times.

A further meeting will be arranged asap for outstanding actions, a refurbishment update and clinic schedule.

Next scheduled meetings: July 14th at 1330 (SB to chair), and October 13th at 11

Action Log

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14/04/26	Clinic schedule to be brought up to date on website.	
14/04/26	Query/response regards liability for patient harm to be confirmed.	
14/04/26	Patient disquiet at having to travel for vaccinations – request for fridge at Felton.	
14/04/26	Printed PPG Minutes to be kept up to date on notice board.	
14/04/26	Consider a surgery presence at Felton Fair. Agenda for next meeting.	