

**Wideopen Medical Centre
Patient Participation Group
Thursday 10 April 2014 6.30pm – 7.30pm**

PPG Members: Maria Davison, Sharon Fox, Louise Gilbert, Molly Gilbert, Wendy Landreth, Louise Liddle, Mary Mein, Rosalind Snowdon and Sam Woodhouse.

Apologies: Kath English and Derek Weddle

		Action
1.	Sharon introduced Molly and Maria to the group as this was their first face-to-face meeting with the new members present.	NA
2.a	<p>Sharon shared with the group information received from a Wideopen resident regarding the potential funding available from the Bellway development next to Lockey Park. It had been brought to Sharon's attention that part of the development agreement was to release 150k to local businesses and health services, however, the practice had not heard about this until it was highlighted by a patient. Sharon made some further enquiries with a neighbouring practice and they too had not been made aware of the funding.</p> <p>Sharon raised this with North Tyneside Clinical Commissioning Group (CCG) and was informed that they were aware of funding but had not been allocated any of the money. Phil Clow from the CCG is supportive of the practice applying for it and has asked the PPG to provide suggestions.</p> <p>Suggestions from today's PPG members included:</p> <ul style="list-style-type: none"> • Automated disable door entry for Wideopen and Dudley • Spirometry machines • Laptops for GP visits 	<p>Action: Sharon will pass all the suggestions to Phil Clow.</p>
2.b	Rosalind is aware of a charitable foundation grant which the practice may be eligible for and has offered to explore this on behalf of the PPG. The application process is online and Rosalind will require internet access and a PC. The practice is happy to support Rosalind with this and will provide protected time and a room at Dudley premises.	
3.	<p>Patient Notice Board</p> <p>The practice manager received a request from a patient to display a non-nhs poster about Dyslexia. The practice usually only supports NHS endorsed posters / campaigns but recognised that some campaigns not endorsed by the NHS also require some advertising support. The practice manager suggested that the PPG should decide whether a non-nhs notice board would be of benefit,</p>	

	<p>and, also nominate a PPG member to maintain the board ensuring posters etc are kept up-to-date. Everyone agree that a designated notice board for Non-NHS-Endorsed campaigns would be useful.</p> <p>One member volunteered to maintain the board at Dudley. There were no volunteers to maintain the board at Wideopen; therefore we agreed to pilot it at Dudley first.</p> <p>Louise suggested each poster is dated and given a time-frame of about a month. The group agreed.</p>	<p>Action: Rosalind offered to maintain the board at Dudley. Mary to look at the best place to display the board and speak with Rosalind once the board is on the wall.</p> <p>Timescale: 31 May 2014</p>
4.	<p>An article from the Royal College of General Practitioners (RCGP) was discussed to raise awareness of the increased workloads, declining financial resources and an over-stretched workforce in general practice. The patient voice is the backbone of the campaign and that each PPG have a role to play in speaking up for the people that rely on general practice every day. General practice conducts around 90% of the patient contact in the NHS with only 8.39% of the NHS budget. General practice needs to see this increase to at least 11% by 2017.</p> <p>Louise felt that our PPG could help raise the profile of this campaign by sharing the facts and figures within our community. The group agreed.</p>	<p>Action: Campaign called 'Putting Patients First' to be uploaded to the practice website by Sharon.</p> <p>Copy of the latest article dated April 2014 to be shared with the PPG.</p> <p>PPG and the community to be made aware of the campaign using the link below: http://www.rcgp.org.uk/campaign-home.aspx Useful section 'Get Involved'</p>
5.	<p>Sharon would like to offer a dedicated web section on the practice website for teenagers 13 – 19. The section would offer advice and guidance relating to sexual health, alcohol, teenage pregnancy, appropriate use of social media etc.... The group believed that this would be a very useful resource and fully support the idea. Molly offered to help with the content and will speak with the school nurse for further suggestions regarding content and useful web links.</p> <p>Louise mentioned to the group that the practice was in the process of designing a letter for patients who turn 16. The letter explains how to access their GP surgery and offers practical advice and guidance regarding self-care. It was suggested that Molly received the draft version and to feedback suggestions etc to Sharon.</p>	<p>Action: Molly to speak with the school nurse and come back to Sharon with content suggestions.</p> <p>Timescale: 31 May 2014</p> <p>Action: Draft 16th Birthday letter to be passed to Molly for review</p> <p>Timescale: 30 June 2014</p>
6.	<p>The results from the 2013 / 2014 patient survey identified that over 50% of patients would be interested in receiving non-urgent correspondence by email. The practice is very interested to offer this and would like to pilot this with a small group of patients. The PPG were asked to speak with patients about this and pass email details to Sharon.</p>	<p>Action: PPG or individual patients to contact Sharon either by contacting the practice or by email to sharon.fox@nhs.net</p> <p>Action: Notice to be published on practice website and practice Jayex board</p>
7.	<p>The practice would like to publish a quarterly Patient / PPG newsletter and is looking for a PPG volunteer to do this. Wendy kindly offered to be our PPG news editor providing the practice helps with content and template design. The group agreed.</p>	<p>Action: Sharon will provide Wendy with the template design and the content for each seasonal newsletter.</p> <p>Timescale: 30 June 2014</p>

<p>8.</p>	<p>Wendy shared her concerns with the group regarding the potential disabled parking restrictions at Dudley surgery. Discussions have taken place to make double-yellow lines outside the news agents on Market Street, which is likely to impact on parking restrictions at the surgery – causing congestion of parked cars outside the surgery preventing disabled patients parking their cars outside the surgery. Currently the practice does not have patient car parking and the pending double yellow line is very likely to cause problems for disabled car drivers visiting the practice.</p> <p>Louise suggested the practice requested that the council allocate to disabled bays outside the practice. The group agreed with this.</p>	<p>Action: Sharon will email Councillor Muriel Green about providing disabled bay outside the practice.</p> <p>Timescale: 30 April 2014</p> <p>Update: On Monday 14 April Muriel informed Sharon that the double yellow lines on certain sections on Market street are no longer being progressed as a result of feedback received during the consultation process.</p> <p>The council are going to consider our request for designated disabled parking bays outside the surgery.</p>
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Date of next meeting to be confirmed.