



**SUNDERLAND GP ALLIANCE PATIENT PARTICIPATION GROUP  
17<sup>TH</sup> JUNE 2021 – SOUTH HYLTON SURGERY (FACE TO FACE)**


PRESENT:

Mrs. Judith Taylor – Head of General Practice  
 Mr. Kevin Doran –Assistant Head of General Practice  
 Dr Emily Hadaway – Head of GP Clinical Services  
 Dr Julia Cook – Director/Lead GP  
 Mr Ian Ashman  
 Mr Colin Barksby  
 Mr Barry Whiteheart  
 Mrs Ann Barksby  
 Mrs Carolyn Straughan  
 Mrs Margaret Steele  
 Mrs Carolyn Smith  
 Mrs Barbara Cassidy  
 Mrs Kathleen Carr  
 Mrs Vivienne Low

APOLOGIES FOR ABSENCE

Mrs Anne O'Hara  
 Councillor Snowdon  
 Mrs B Bulmer  
 Mrs. Anne McClean  
 Mr Braines  
 Mrs Amelia Forrester  
 Mrs Pauline Palmer  
 Mr Smith  
 Mrs Ann Swain

	<b>WELCOME AND INTRODUCTIONS</b>	<b>ACTION</b>
Minutes of previous meeting	There were no minutes from previous meetings shared due to time lapse during COVID.	
	<b>NEW AGENDA ITEMS</b>	
Introductions/Format of Mtgs/Complaints	JT welcomed everyone to the first integrated Patient Participation Group where the PPG's from individual sites have come together as one. Both Dr Hadaway and Dr Cook introduced themselves and both gave an overview of their role within the organisation.	

	<p>Mr Barksby wished to know who made the decision to amalgamate the groups. JT informed him that it was discussed at the last Silksworth PPG and was also documented in the minutes from that meeting.</p> <p>An explanation for the amalgamation was given. As a large group this gives greater autonomy and networking across all sites. Also, there are common themes across all practices that can be discussed.</p> <p>JT stated that the PPG is not the forum to raise individual complaints, the practice has a complaints procedure, and this is the correct route to raise any issues.</p> <p>Mr Barksby asked for clarity, are the group happy to discuss organisational issues as opposed to individual issues. JT confirmed that this was acceptable.</p> <p>JT discussed the frequency of meetings. The combined group will meet 4 times per year. JT acknowledged that she understood that practice PPG's did not wish to lose their identity and if the group felt they would like to meet JT is happy to do this however would really like to push and promote the larger group.</p>	
Terms of reference Chair & Confidentiality Agreements	<p>JT shared a draft term of reference for members to take away and review. She also suggested that a new chair be nominated and a deputy chair and again for members to think about this and discuss at next meeting.</p> <p>Confidentiality Agreement and Consent Form were also circulated to be brought back to the next meeting or drop into your nearest surgery and staff will send these to me.</p>	
Name Change	<p>Galleries/Barmston and Pennywell are now collectively known as Monument Surgeries. No changes for patients. Staff competition held re naming process. Leaflet with details circulated to members. No changes to South Hylton or New Silksworth Medical Practice name.</p> <p></p> <p>Name Change Monument Surgery.</p>	
Changes to Fitnote process	<p>Anyone in the practice requesting a fitnote will be sent a text asking to respond to several questions which will help the practice process the fitnote. Once the response has been received this will be fitted into a "fitnote slot" for the GP to process. Fitnotes are not deemed as urgent and can be backdated.</p> <p>Patients without the ability to text will be asked these questions over the phone.</p>	

Recruitment Update	<p>Advert out for new Safeguarding Lead Appointed new Lead Advanced Nurse Practitioner Dr Emily Hadaway Dr Fiona Black Advert to go out for a Mental Health Practitioner 7 new admin staff appointed</p>	
Admin Restructure	<p>New Ways for working explained staff will work in Hubs rather than each site working in isolation. New faces will be seen on site.</p> <p>IT Workflow Hub – Based New Silksworth Medical Secretaries – Based Pennywell Medicines Management Team – Barmston QOF/Path Lab Recalls Team – South Hylton</p> <p>Members felt this would be much better.</p> <p>Organisational Structure to be shared with members</p>	
Alternative ways to contact surgery	<p>JT shared a draft paper with various options on "How to contact your GP Surgery", eConsult, NHS App, Online Services, Online Appointments, Prescription ordering hub to avoid awaiting in telephone queues.</p> <p>JT reported that due to increased demand the wait in the telephone queue has increased. It was acknowledged that not everyone has access to online facilities or has smartphones and that there will always be a percentage of patients who will always have to use the phone. However, the more patients we can switch to using online facilities this will then reduce the traffic through the phone system.</p> <p>Members expressed frustrations with the Phone Queues, JT reported that she will explore the new functionality that allows patients to book their place in the queues. They can then hang up and no cost to them. When they reach 1<sup>st</sup> in the queue the surgery will call them back. Will share information at next meeting.</p> <p>Also agreed to explore how we communicate this information to our patients.</p>	<b>ACTION JT</b>
Services across sites	<p>Minor Surgery service will be offered to patients across all sites along with Sexual Health Services (implants. Coils)</p>	
PPG Representation	<p>Discussion took place about how we widen the membership to be representative of the patient population.</p> <p>We have posters in the waiting room. Members to encourage Friends and Family to join.</p> <p>JT described the work of the Youth PPG; it was felt in time once trust and confidence is built with these young people then we will approach the subject of joining the two</p>	

	<p>together. We would also like to attract the working age population. Members to think about ways in which we would do this.</p> <p>Margaret Steele suggested that we perhaps also link in with the Youth Almighty project – contact Joanne Laverick and Councillor Philip Tye who work with the young people in New Silksworth.</p>	<p><b>ACTION ALL</b></p> <p><b>ACTION JT/KD</b></p>
Purpose of Group	<p>Carolyn Smith asked a valid question around the purpose of the group. JT outlined her vision for the PPG to become self-sufficient and champion the work of the practice. Get people involved to join the group, support the practice with initiatives in practice, actively fundraise. To discuss at next meeting about Charity to support.</p> <p>Also, we could include the Social Prescribers in this work. JT to invite the Social prescribers to the next meeting to give an overview of the work they do.</p>	<b>ACTION JT</b>
Any other business	No other business was raised.	
Date and time of next meeting	<p><b>THURSDAY 16<sup>TH</sup> SEPTEMBER 2021</b></p> <p><b>SOUTH HYLTON SURGERY</b></p> <p><b>2pm until 4pm</b></p>	