



**SUNDERLAND GP ALLIANCE PATIENT PARTICIPATION GROUP**  
**27<sup>TH</sup> APRIL 2022 – 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  
Miss Courtney McMahon – Practice Administrator  
Mr Ian Ashman  
Mrs Margaret Steele  
Mrs Barbara Cassidy  
Mrs Vivienne Low  
Mrs Ann Swain  
Mrs Ann McLean  
Mrs Pauline Palmer  
Mr Alan Fulcher  
Mrs Maureen Canavan-Brown  
Mrs Amelia Forrester


**APOLOGIES FOR ABSENCE:**


Mrs Caroline Straughan  
Mrs and Mrs Barksby  
Mrs Audrey Polkinghorn  
Mr Robert Braines  
Mrs Jean Thompson  
Mr Godfrey  
Mrs Kathleen Carr

	<b>WELCOME AND INTRODUCTIONS</b>	<b>ACTION</b>
Welcome and Apologies	JT- Informed the group that Terrence Clembintson has resigned from the group. The group would like to extend their thanks for the input to the Patient Participation Group.	
	<b>NEW AGENDA ITEMS</b>	

<p>CQC Visit Update- South Hylton</p>	<p>South Hylton received their first CQC visit on Tuesday 26<sup>th</sup> April 2022 under the new provider since 2019.</p> <p>JT explained this visit South Hylton have been preparing for a long time as it was anticipated that they could come at any time as being a new provider, however due to COVID this had been delayed.</p> <p><u>What does CQC mean?</u> Care quality commission and they are a regulatory body that inspect NHS and GP premisses and hospitals of trusts.</p> <p>The visit was in two parts a week before we had an inspector remotely look at our system at safety etc... medication reviews, how we manage high risk drugs and how we prescribe things safely, any safeguarding issued. The feedback we had received was that she was delighted and very confident that we are very safe at South Hylton and that we have good processes in place. The second part of the inspection she was meant to be here for two hours, and she was in fact here for 6 hours. It was wonderful and a lot of information was shared, and she was very interested in the community relationships we have and shared an interest in the food bank.</p> <p>JT updated that we are to start sending food to the local primary school instead of food bank as there a lot of family's who this could help.</p> <p>We should receive the draft report in two weeks.</p>	
<p>Klink Update</p>	<p>EH- Klink is a digital triaging system which allows patients to access all 3 of our practices with an online tool. This has been investigated as the main complaint we receive is that people cannot get through to the practice or cannot get through on the phone or get an appointment. The aim of the system is to get the right person to the right place at the right time frame, it enables us to have 1 system for patients to access the system.</p> <p>The system is not going to take away the ability for patients to phone/ walk into the practice for an appointment as reception and admin teams will still go through the Klink tool themselves. This means all the patients have a fair access route and there is not a backdoor exemption to an</p>	<p>Agreed to do a demo session at the next meeting for Klink and also an idiot's step by step guide.</p>

	<p>appointment. Home visits and care home patients would be the only groups we may do differently.</p> <p>Hoping for a go live date for the 1<sup>st</sup> of September, this will be a slow integration and not a sudden change.</p> <p>The name of our system will be called Alliance Care, so all promotional materials will say Alliance Care and not Klink.</p>	
Pennywell Update	<p>Pennywell now has 5 weeks till it now closes on the 31<sup>st</sup> of May. The news has been received quite well and we have had no push backs, we have had a few concerns from patients who are unwell. However, we have separated our patient list to find out our vulnerable patients and supported all patients to be able to register elsewhere.</p> <p>Dementia UK will be taken over, this is a real positive for the patients of Pennywell.</p>	
Digital Registrations	These are now done through a digital link. These packs gather a lot of information and they do have a section regarding the PPG.	Bring an example to next meeting of pack.
Bubble Babies	We supporting a charity called bubble babies and we are collecting balls of wool; volunteers are knitting chemo ducks to hide their chemo line. Group members were asked to support by donating wool from families and friends.	

Time Limit of meetings	<p>VL- How would everyone feel on shortening the meeting to an hour as this would allow the group to stay on topic and focus on the agenda. Or if we have a speaker/ demo then take the meeting to an hour and a half.</p> <p>Agenda Items to  <a href="mailto:Courtney.mcmahon1@nhs.net">Courtney.mcmahon1@nhs.net</a> &amp; <a href="mailto:ElaineHarrop1@nhs.net">ElaineHarrop1@nhs.net</a> .</p> <p>JT- Happy to change the meeting to every 6-8 weeks whilst the implementation of Klinek (dates have been sent out). Brief introduction to Courtney and Elaine who are going to be the administrators for the PPG.</p>	Any agenda items you wish to add please email
Skills Matrix	VL- Interested in getting a skills matrix of what everyone can bring to the group. This exercise was very useful to understand what skills and attributes each member had which could be used and transferred to projects within the practice	 <p>Group Skills Audit.docx</p>

Rules for Meetings	A collective discussion took place amongst members to set new meeting rules for the group moving forward.	 Rules for PPG Meetings.docx
Any other business	Would like to look into a form for the PPG group for them to put any current problems on instead of bringing them up in the meeting. External speakers to be source and planned for next six months for alternate meetings.	
Date and time of next meeting	<b>THURSDAY 16<sup>th</sup> June 2022</b> <b>SOUTH HYLTON SURGERY</b> <b>4pm UNTIL 5PM</b>	