

Belford Medical Practice Patient Participation Group

Draft Minutes

Seahouses Surgery

Tuesday, 3 February, 2015 at 2.00

1. **Apologies:** Sheena Trotter, Elizabeth Nicholson, Stuart and Elaine Robertson, Lorraine Douglas, Dennis Cromarty
2. **Present:** Anne Gladstone AG , Rosemary Ellis RE, Marjorie Turner MT, Margaret Coleman MC, John Bardsley JB, Brenda Stanton BS
3. **Minutes of last meeting** – circulated by e mail to those who attended and gave apologies. Summary sent to others.
4. **Matters arising:**

Membership - Virtual group has diminished considerably. Only a few virtual group members respond to emails; some have asked to be removed from the list due to lack of time; 3 Real members have asked to become Virtual members due to lack of time

Patient transport: Any patients experiencing difficulty with Patient Transport should approach the Practice for advice; eligibility for this service has changed but anyone with a real need should be able to access it.

Ambulance service: there are two difficulties: calls on the service from further South result in a lack of ambulances in the North of the County; too few trained crew available to man extra vehicles. Update: NEAS have tried to improve and speed up training. BS to ask NEAS if someone can come to a meeting

Direct Enhanced Service (DES): BS had discussed this with Lorraine Douglas and it would appear that it would be difficult for the PPG to do more since patients are happy with the service provided according to comments on NHS choices and completed surveys.

Recycling of unwanted medicines: AG reported that a second box of in date/unwanted medicines had been collected by UPS. Kath Allen and the dispensing staff removed any identifying patient information and then she sorted boxes and removed part used strips. It was more time consuming than had been anticipated but it was worth doing. Members wondered whether unwanted medicines could be returned to Seahouses; whether more advertising/posters could be displayed...

RE thanked Anne and also Kath and her team

Update: Practice had arranged for information to be included on the Belford newsletter.

Put Patients first: Back General Practice: Extra funding had been made available for General Practice.

5. **CCG Patient Group:** RE had attended for PPG. A regular slot has been arranged and the CCG Patient Group will meet quarterly
6. **Update/feedback from Practice:** CQC report had been forwarded from the Practice. Members of the PPG thought the praise was grudging; as if CQC were searching for faults; had expected that the Practice would score higher; no weight for Seahouses or reference to split site. RE wondered about the Practice response to the report.
7. **Health Fair:** It was decided to defer arranging a future Health Fair to May/June 2016. The last one had had positive results but it was a lot of effort to arrange one in Seahouses and one in Belford.
8. **AOB :** Role of Secretary to be reviewed
9. **Date of next meeting: Wednesday, 15 April, 2pm at Belford**

Sorry, it will not include a presentation by Rob Robertson, Chief Finance Officer, North Locality CCG – BS did not arrange it. He is willing to come but will need time to organise.