MIDDLETON AND DINSDALE MEDICAL PRACTICE

PATIENT PARTICIPATION GROUP MEETING

MINUTES OF THE MEETING HELD ON TUESDAY 30 JULY 2024 AT 3PM

PRESENT

Doris Jones – Chair

Susan Taylor – Secretary

Graham Levett

Colin Pease

Liz Stewart

Lyndsey Jenkins

APOLOGIES FOR ABSENCE

Jane Tidd

Karen Gannon

ABSENT – NO APOLOGIES

Andy Jones

Serena Rana Rahman

Val Johnston later apologized for missing the meeting. Unfortunately she changed the wrong appointment and arrived at 6pm.

Minutes of the Previous Meeting held on 22 April 2024

The Minutes were approved

 Appointment of new Chairman

DJ was re-elected as Chairman of the Group

Appointment of new Secretary

ST was re-elected as Secretary of the Group

Surgery News

In the GP National Survey which MORI carries out every year, it was announced that our Surgery had finished 5th in the North East Area and 3rd in the Darlington Area. A big congratulations to everyone.

LS said that an advert had been placed in the British Medical Journal for a new Doctor. Closing date 31 August. Some positive responses had been received. Dr Ramos will be retiring early next year.

Matt Vickers MP had requested a tour of the new Surgery. LS had shown him around and he was very complimentary.

To further improve Surgery communication, an information Newsletter is being sent out to patients via the NHS app and SMS. In addition patients can follow the Face Book page. A piece was also being placed in MSG Elevate

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A big problem for the Surgery is people not turning up for appointments. To try and prevent/reduce this LJ said that patients were being contacted by telephone the afternoon prior to their appointment to ask if they were still planning to attend. To measure its success, it was being instigated one week on and one week off. This is in addition to the usual SMS texts sent to patients reminding them of their appointments.

LJ stated that patients who had missed 3 appointments in the last 4 months would only be allowed to book an appointment on that date. The facility of online bookings would be removed from them.

LS said that the Official Opening of the New Surgery would take place on Thurs 5 September 2024.

It was not known who would be doing this at this stage. PPG members would be invited to attend.

The Owners of the building were putting the building forward for an Award.

Patient Feedback from the Community

JT had sent a message saying that everyone she had spoken to had been very complimentary of the new Surgery and its service. This was reiterated by those present from the Group

A discussion followed as to how we can promote more feedback from the Community. It was suggested a Web page with email address be set up. It would set out a description of the Group along with Members names, should patients wish to speak to us individually. Volunteers within the Group are needed to take this forward.

It should be stressed that should a patient have a complaint the Surgery does have a recognized Complaints Procedure.

It was agreed that we continue issuing Agendas and Minutes of the Meetings. In fact one of the GP’s interviewed for the new Doctor’s role had commented how pleased he was to see Minutes produced.

Any Other Business

LS provided details of the flu and Covid vaccines for this year. For over 65’s and patients with Chronic conditions. Government instructions, state they be given slightly later this year starting in October. This is because vaccines wane in adults and better protection is given over the main flu season of Jan/Feb if they are administered slightly later. However, for children and pregnant women, they would continue to commence in September. In addition a new vaccine would be rolled out to age groups 75/80 years and pregnant women. Named RSV, it is a respiratory vaccine .

GL raised the outdated roadsign opposite the Surgery. LS said that she had contacted the Council (Chris Easby) on numerous occasions requesting that it be removed. She had also asked if a replacement sign with the new Surgery ‘s name on was being erected in its place. She was told there would be a cost to the Surgery for a new sign. Something the GP’s were not happy about. GL said he would chase this up. DJ said she was happy to assist if he had no success

ACTION GL/DJ

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GL asked if a clock was going up in the Waiting Room. LS replied by saying no.

GL questioned the positioning of the sign showing the Surgery Opening Hours. He had been told it was difficult to see. The sign is located on the left hand side of the outside wall directly in front of the entrance doors. It was intentionally put here as it is the direction the path leads you to when approaching the entrance.

GL questioned the location of the bin store. It is at the rear side of the building and is a timber frame structure, completely hiding the bins. LS explained that it had to be there as the Council require access to the bins from a road.

Finally the subject of PPG members who do not attend the meetings, nor send in any apologies of absence was discussed. Could we please ask that if you have no further interest in being a PPG member, please advise and we shall remove you from the Group. We appreciate that people who work cannot always attend, however, this does not stop you from being involved/volunteering in tasks, or indeed providing any feedback to the meetings.

Date of Next Meeting

Tuesday 19 November 2024 at 5pm in the Surgery Conference Room

Susan Taylor

31 July 2024