

**MINUTES OF THE NEWBURN SURGERY  
PATIENT PARTICIPATION GROUP MEETING  
HELD AT NEWBURN SURGERY  
ON MONDAY 5 MARCH 2018**

6 March 2018

**Those Present:**

Mr Bryan Rees; Mrs Pat Hopper; Mr Ian Bell; Dr Julian Hargreaves; Mrs Ruth Shrimpton-Dean; Mr Malcolm Smith (Secretary).

**Apologies:**

**Agenda Item 1 – Chair’s Introduction**

1. The Chair opened the meeting at 1917 and thanked members for attending.

**Agenda Item 2 – Minutes of Previous Meeting**

2. Members were asked if they had any comments on the minutes and then accepted them as a true record of the last meeting. The Chair referred to the 2 outstanding actions from the last meeting which centred around Facebook. Dr Hargreaves said that he had tinkered with the teenagers’ page on the website and had advertised its existence on Facebook but we had not really advertised the existence of the Facebook page. Mrs Shrimpton-Dean said that she was struck by how few followers there were and discussion turned to how we might improve this. It was agreed that a notice would be displayed in the surgery asking patients to follow the Facebook page and a note would also be sent to virtual group members asking them to do the same. Discussion turned to the website and in response to a question the Secretary said that the website received about 12,000 hits a year, though we don’t know if this is patients or other people looking at the website. The Chair asked if we knew what pages people looked at and Dr Hargreaves responded that we did not but our web provider could provide some statistics and we would look at this.

**Action: Secretary**

**Agenda Item 3 – Surgery Update**

3. **Replacement Surgery Project.** The Practice Manager referred to out of committee communication about cancellation of the new surgery project. The partners had decided that after 5 years of trying, despite sterling support from the developer, this project did not look as if it would deliver a new surgery and felt that their efforts would be better spent on trying to improve the existing surgery. Consequently an architect has looked at the Newburn Road surgery and suggested 3 areas where it might be expanded. These have been discussed informally with a local planning officer who felt each was likely to receive planning approval. The next step is to engage an architect to develop a plan and seek NHS funding support but there are significant design and cost hurdles to overcome.

4. **New Practice Manager.** The partners have selected Mrs Julie Dixon, a former Midwife, Care Home and small business manager to be the new practice manager. Mrs Dixon joins the practice on 9 April and Malcolm Smith leaves on Thursday 19 April.
5. **New Healthcare Assistant.** Mrs Irene Cooper is leaving the practice on 18 April and arrangements are in hand to recruit a replacement.
6. **Flu Planning for 2018.** The Practice Manager briefed that the NHS has decided that at risk patients between 16 and 65 should normally be offered an inactivated quadrivalent vaccine, those over 65 should be offered a new trivalent vaccine and of course children are given the nasal vaccine, Fluenz. All 3 vaccines are available at different times between late September and late October which will mean the usual mass flu clinic on a Saturday will not be possible. It is likely that the surgery will break down the event into 2 Saturdays.
7. **General Data Protection Regulations.** These are due to come into force on 25 May and we are currently looking at the implications for the practice.
8. **Date of Next Meeting.** The date of the next meeting was agreed as 1915 on Monday 9 July 2018.
9. The Chair noted that this was the Secretary's last meeting before retirement. He highlighted the Secretary's involvement with the Patient Group over several years and thanked him for his unstinting support to the Group and to the Chair. On behalf of the Group he hoped the Secretary would have a long and enjoyable retirement. He thanked members for attending and closed the meeting at 2015.

*M Smith*  
**M SMITH**  
**Secretary**

*Approved by the Chair*

Annex:

- A. Action Grid.

**ANNEX A TO  
PPG MINUTES  
DATED 6 MAR 18**

**NEWBURN SURGERY PATIENT PARTICIPATION GROUP - ACTION GRID**

<b>Serial No</b>	<b>Date of Meeting</b>	<b>Action Required</b>	<b>Action Owner</b>	<b>Date Completed</b>
30	5 Mar 18	Investigate Newburn Surgery website usage to determine which pages are being looked at	Secretary	
29	16 Oct 17	Explore a teenager section for the Newburn Surgery Facebook page.	Dr Hargreaves	5 Mar 18
28	16 Oct 17 & 5 Mar 18	Promulgate the existence of the Newburn Surgery Facebook page via a practice notice and to the virtual patient group	Secretary	
27	3 Jul 17	Seek Virtual Patient Group views on the teenager web page	Secretary	25 Sep 17
26	20 Feb 17	Provide MiG Briefing Material to the Chair and Table the MiG as an Agenda Item for Discussion at the Next Meeting	Secretary	21 Feb 17
25	31 Oct 16	Provide an Update on the Ways to Wellness Project	Secretary	20 Feb 17
24	22 Feb 16	Approach Virtual Patient Group for any volunteers to join the Core Group	Secretary	22 Mar 16
23	26 Oct 15	Download and disseminate GP Patient Survey Results for the Feb 16 Meeting	Secretary	22 Feb 16
22	22 Jun 15	Seek patient feedback on Electronic Prescribing via the Friends and Family survey at the next convenient opportunity	Secretary	1 Jan 16
21	10 Nov 14	Conduct a postal patient survey of a random 10% of the patient population	Secretary	20 Feb 15
20	10 Nov 14	Consider suitable questions for inclusion in the Friends and Families Test survey	All	23 Feb 15
19	30 Jun 14	Patient Survey to be discussed at the November Meeting	Chair	10 Nov 14

Serial No	Date of Meeting	Action Required	Action Owner	Date Completed
18	24 Feb 14	Prepare briefing sheet on telephone calls to the surgery	Secretary	23 Jun 14
17	4 Nov 13	Conduct annual patient survey using GPAQ questionnaire and in addition specifically target young mothers attending Tuesday baby clinics	Secretary	17 Feb 14
16	4 Nov 13	Summarise patient group views on CCG commissioning intentions and relay to the CCG	Chair	5 Nov 13
15	1 Jul 13	Report Results of CCG Discussion on Patient Participation in CCG Decision-making	Practice Manager	4 Nov 13
14	25 Feb 13	Investigate improvements to existing video advertising system	Practice Manager	20 Aug 13
13	12 Nov 12	Adjust patient survey questionnaire to seek views on service provision in the new surgery; specifically ask young mothers to complete the questionnaire	Secretary	5 Dec 12
12	12 Nov 12	Agree the format for a practice Social Prescribing workshop with Sarah Richard (Secretary to initiate virtual discussion)	Chair	Jan 13
11	2 Jul 12	When planning permission for the new surgery is agreed, produce surgery article in local magazine	Secretary	Ongoing
10	2 Jul 12	Offer Core Group Place to Virtual Members	Secretary	Sep 12
9	27 Feb 12	Complete Newcastle Bridges Prioritisation Questionnaire and return to the Secretary within a week (only if members wish to do so)	All	Mar 12
8	27 Feb 12	Examine alternative means to communicate up to date surgery information to infrequent surgery users	Secretary	Complete – see Action 11
7	27 Feb 12	Redraft Practice leaflet to include more detail on GP availability and widen this beyond new patients to all visitors to the surgery	Secretary	Apr 12
6	27 Feb 12	Improve surgery notice boards and specifically generate a notice board to advertise Practice services, extended hours and wider GP availability; reduce distracting over-provision of notices	Secretary	Nov 12
5	27 Feb 12	Improve advertising of the availability of GP telephone appointments	Secretary	Apr 12

<b>Serial No</b>	<b>Date of Meeting</b>	<b>Action Required</b>	<b>Action Owner</b>	<b>Date Completed</b>
4	5 Dec 11	Consider date of next meeting and confirm availability to the secretary	All	Dec 11
3	5 Dec 11	Conduct local patient survey and analyze results prior to next meeting	Secretary	Feb 12
2	5 Dec 11	Conduct in-surgery campaign to recruit patients to the virtual patient group	Secretary	<b>Ongoing via New Patient Packs</b>
1	5 Dec 11	Consider ways of recruiting a small number of people in the 16-45 age group to the core Patient Group and propose ideas to the secretary	All	Dec 11