

HERRINGTON MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

MINUTES OF MEETING HELD 24th APRIL 2017 @ 5PM

Present: Lorraine Corkain Ivy Greenwell Bill Weatherspoon
George Lomas Norma Bright Derek Moss
George Bedell

Apologies: Dr K Birrell Keith Herbert

1. Apologies
Received as above.
2. Minutes of previous meeting 12.12.2016
The minutes were agreed as a true record.
3. Family & Friends Test
Lorraine gave out the results of the F&F survey's carried out in January, February, March 2017. The results of the surveys are sent to all practice staff and included in the practice newsletters, and placed on the practice website.
4. Patient Survey 2017
Lorraine gave out results of the patient survey 2017. It was felt generally that we received positive feedback. Areas for improvement are:
 - Implement text messaging reminders for appointments and for screening invitations
 - Consider changing patients sign to black print on a yellow background
 - Receptionist awareness – smile please
 - High-backed chairs for waiting room?
5. Data sharing:
Lorraine advised that the practice has switched on the patient data sharing facility with local OOH providers, NEAS, and North East hospital trusts. Patients do have the option to opt out so that no external clinician can view their records.
6. AOB:
 - Update on practice staff: No significant issues in terms of staffing since the last meeting. Our pharmacist appears to have settled in well. Interviews take place tomorrow for receptionist/typist role to cover maternity leave.
 - Update on premises:
Further meetings have been taking place regarding the layout/design/finishes for the work to be commissioned. Discussion regarding the land at the front of the building.
 - De-fib for the community:
The group felt it was a good idea to help towards the cost of providing a community de-fib, possibly in the Shiney Row area.

HERRINGTON MEDICAL CENTRE

- Website:
Opening times need to be amended to highlight emergency phone calls only are accepted between 12noon – 1.30pm each day, and the doors to the practice are locked.

7. Next meeting: Monday 17th July 2017 5pm. Any agenda items to be with Lorraine by 14th July 2017 please.