



# SUNDERLAND GP ALLIANCE


PPG MEETING  
SUNDERLAND GP ALLIANCE PATIENT PARTICIPATION GROUP  
28<sup>TH</sup> NOVEMBER 2019

PRESENT: Mrs. Judith Taylor – Head of General Practice  
Mr. Kevin Doran –Assistant to Head of General Practice  
IA – PPG Chair  
PP– PGG Member  
MVL – PPG Member  
AF – PPG Member  
AMc – PPG Member  
Dr Bell – Chair, Sunderland GP Alliance  
Elaine Wilson – Communications & Engagement Officer SGPA  
Judith Ralston – Assistant Practice Manager (South Hylton)  
Emma Burnett – Healthcare Assistant (South Hylton)

APOLOGIES FOR ABSENCE

AOH – PPG Member  
DS – PPG Member  
BB – PPG Member  
DR – PPG Member  
TC – PPG Member

**IN ATTENDANCE FOR ITEM 4 – DEBRA GROSSE – AGE UK FRONT DOOR SERVICE**

	<b>WELCOME AND INTRODUCTIONS</b>	<b>ACTION</b>
Minutes of previous meeting	Copy of minutes of previous meeting for information   PPG Minutes 26092019.docx  <b>PCN</b> – Spelling error to be corrected “wot” to “to”. Noted amendment accepted.	<b>ALL</b>
	JT welcomed everyone to the meeting and a round of introductions took place.	

Matters arising from minutes 26 <sup>th</sup> Sept 2019	All actions complete, it was agreed that KD and JT would look at any trends of themes from the Healthwatch feedback. Upon reflection and review there was not one current theme that stood out which would raise concerns.	<b>ACTION COMPLETE</b>
<b>NEW AGENDA ITEMS</b>		
Guest Speaker AGE UK Front Door Service	<p>AMc expressed a Conflict of Interest and currently works with AGE and the Front Door Service. – Accepted</p> <p>Debra Grosse – Front Door worker from AGE UK Attended to provide an overview of the service.</p> <p>Age UK Sunderland’s Front Door Service provides low level tailored support to enable older people to stay independent for longer in their local community.</p> <p>The Front Door Service offers a single point of contact and extends access to information, early interventions and flexible low level community based support to adults who do not require intensive or specialist care or support interventions from statutory services.</p> <p>The service operates a referral system for adults who:</p> <ul style="list-style-type: none"> <li>➤ Are resident within the City of Sunderland</li> <li>➤ Have no formal health or social care package of support from statutory services or those who would not qualify for local authority social care.</li> <li>➤ Require low level social and signposting support and practical information</li> <li>➤ Are caring for family, friends and neighbours.</li> </ul> <p>Contact Details:</p> <p>Front Door Administrator AGE UK Sunderland 24 Stockton Road SUNDERLAND SR2 7AQ</p> <p>T:- 0191 565 9045 E: - frontdooradmin@ageuksunderland.org.uk</p>	

	The group thanked Debra and found the presentation very informative.	
Welcome to New PPG Members	JT informed members that a new patient has joined the group. Lauren Doyle. Lauren will attend future meetings and work with the group to support initiatives with in the practice.	
Youth PPG	<p>JT informed members that the practice will hold their first "Youth PPG" on 17<sup>th</sup> December 2019 target audience aimed at 15-16 year olds. We would like to work with young people to understand issues that are affecting their age group and the barriers to accessing GP services.</p> <p>It was noted that we had contacted the local Schools, St Robert's, Biddick and Oxclose and no response.</p> <p>Dr Bell suggested that we perhaps try and contact the Head of 6<sup>th</sup> Form and try and recruit 17-18 who may be thinking of attending University. We have a medical school in Sunderland which may persuade them if they understand General Practice to think about a career in health. Also young people who are doing the Duke of Edinburgh Awards may be interested.</p> <p>JT explained that her longer term vision would be to merge our existing PPG and Youth PPG together.</p>	
Accessible Standards for General Practice	<p>JT shared a letter that the practice had recently sent to patients who are Deaf/Blind and currently struggle accessing GP service. Details included in the letter are the main different ways they can access. Also on the reverse of the letter there is a Communications Card that they can bring with them to the surgery and present to the staff in order that they can provide the necessary support required.</p> <p>The practice has also done the same with an Autism Card.</p> <p>PPG members felt that this was a really good idea.</p>	
Employer of the Year Gem Awards	SGPA was nominated for Employer of the Year for the GEM Awards which is linked to Springboard and the work the practice does with their Apprentices. JT report that Sunderland GP Alliance was Runner up	
Wearside Women in Need Charity	JT reported that the practices will be supporting Wearside Women In Need as their preferred Christmas Charity this year. The practice has been working closely with the refuge providing Health Promotion. We will be supporting the mum's as	

	<p>WWIN informed us that the children receive lots of gifts and sometimes the mum's are forgotten. We will be taking gifts to the refuge on 18<sup>th</sup> December 2019; if anyone wishes to contribute we would be extremely grateful.</p>	
Dementia Heroes and Pumpkins	<p>JT updated members of the wonderful pumpkin making session for the Dementia Group. A local greengrocer donated 20 pumpkins which was extremely generous. The patients had a really fantastic time and produced some wonderful pumpkins.</p> <p>JT updated group on recent initiative with Barmston and Biddick Primary Schools. The young children had designed Dementia Heroes in line with the National Dementia Campaign raising awareness of Dementia in Young Children. Both displays are on the surgery walls and very impressive. Members were encouraged to take a look. Grateful thanks to both schools for their ongoing support.</p> <p>KD also updated group working with Oxclose Academy to provide emotional resilience to young people. Dr Quinton has recently been into the school and provided some sessions with young people.</p>	
Friends & Family /DNA	<p>Friends and Family for month of October 95% of patients surveyed would recommend the practice to family and friends.</p> <p>DNA rates continue to decrease however still more than we would like. For the month of October 385 DNA's totally 97 hours and 55minutes of wasted time.</p> <p>PPG members suggested that we display time lost on the surgery TV's.</p> <p>Also as a suggested moving forward it would be very powerful data to convert time into money. KD and JT will look at this</p>	<b>ACTION KD</b>
Complaints/SEA's	<p>0 Complaints – none since June 2019. Couple of SEA's involving external organisations.</p>	
Recruitment	<p>Dr McCarthy – 2 days per week at Galleries (Tues and Thurs) RR – Practice Pharmacist BS– Practice Nurse</p>	

	<p>RC – New Apprentice</p> <p>Current role out to advert for an Advanced Nurse Practitioner.</p>	
January 2020 Meeting	<p><b>No Agenda</b></p> <p>Joint Training Session – CPR Basic Life Support and Sepsis Awareness</p> <p>This will be a joint session with South Hylton PPG Members.</p> <p>It was suggested that perhaps some of the young people who attend the Youth PPG may wish to also attend.</p> <p>Members advised comfortable clothing as this session will be interactive.</p> <p>30<sup>th</sup> January 2020 – 4pm until 6pm</p>	<p><b>ACTION</b></p> <p><b>JR to invite</b></p> <p><b>SH PPG</b></p>
Marketing	<p>Elaine Wilson asked members if they would be willing to support the following:-</p> <ul style="list-style-type: none"> <li>➤ Current draft complaints leaflet – comments</li> <li>➤ Sample set of letters form practice – comments re content and language and the ability to understand</li> <li>➤ To test our current website and feedback as to how simple people find it navigate around the website.</li> </ul> <p>All members were happy to support this. Elaine to forward sample letters to JT for distribution.</p> <p>Comments back to JT</p>	<p><b>ACTION</b></p> <p><b>EW</b></p>
Any Other Business	<p><b>CQC Annual Phone Call</b> – 26<sup>th</sup> November 2019, will receive notification within 3 days whether no inspection or re-inspection.</p> <p><b>Mental Health Menu</b> – KD had produced a Mental Health Menu for both Adults and Children by way of supporting signposting information.</p> <p><b>Phone Data</b> – JT shared the latest phone data, currently phone calls to date 97,000 calls. PPG members suggested that on a monthly basis this be uploaded to the TV's also as a way of informing the wider patient group that the phones are extremely busy and if a general enquiry the times to avoid ringing the surgery.</p> <p><b>QR Codes</b> – JT shared the new QR Codes for the</p>	<p><b>ACTION</b></p> <p><b>KD</b></p>

	<p>Practices. You can download the QR Reader to a smartcard phone, scan the code and this takes your directly to the website. These posters have been strategically placed next to the check in desks in all practices.</p>	
	<p><b>DETAILS OF NEXT MEETING</b></p> <p>Date: 30<sup>th</sup> JANUARY 2020  <b>TIME:</b> 4PM – 6PM (PROMPT START)  Venue: Pennywell Medical Centre</p>	