



Patient Participation Partnership, Alnwick Medical Group

Chair: Kelvin Rushworth Deputy Chairs: Martin Shortreed, Margaret Murray

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"If you think you are too small to make a difference, try sleeping with a mosquito" (Dalai Lama)

Minutes of a meeting of the Alnwick Medical Group Patient Participation Partnership held on Tuesday 15 May 2018 at the Alnwick Surgery

Present:	Kelvin Rushworth (Chair)	Seahouses
	Teresa Dixon	Alnwick
	Margaret Murray	Longhoughton
	Rita Calvill	Embleton
	Nick Blezard	Alnwick
	Jean Lovie	Alnwick
	Jon Thew	Alnwick
	Jackie Baird	Bamburgh
	Elizabeth Jones	Alnwick
	Mick McCarthy	Seahouses
In attendance:	Tony Brown	AMG Manager
	Eve Stephenson	AMG Minute-taker
Apologies:	Sophie Wrightson	AMG Deputy Manager
	Prue Smith	Longhoughton
	Martin Shortreed	Hazon

KR welcomed those present to the Alnwick Medical Group Patient Participation Partnership meeting. Members introduced themselves and highlighted 'something special' that had happened to them since the last meeting.

0518/1 Minutes of the last meeting

The minutes of the last meeting, held on 13 March 2018 at the Longhoughton Surgery, were agreed as a correct record.

0518/2 Matters arising (not covered elsewhere on the agenda)

2.1 Commercialisation and the NHS

Chair asked MMc and JT to report on progress. JT and MMc explained that they did not feel the voice of patients was heard by the CCG and there were no patient representatives on the CCG Board nor any patients attending meetings.

JT and MMc CONFIRMED that they were to arrange a meeting with Steve Young from the CCG and aimed to have patient voices heard, primarily to help support and develop GP practices.

2.2 Social Prescribing (minute 0318/6.2)

TB introduced Lucinda Hornsby who was currently developing Social Prescribing while Sophie W was on maternity leave. Lucinda explained there were currently 5-8 people attending walks with staff members and hoped to get a few more patients taking part since there had been better advertising.

TB went on to talk about the Dementia Advisor, Paul Devine, who worked from the Alnwick surgery and the positive response this had gained from patients. It was suggested by MMc, and agreed by members, that Social Prescribing initiatives should be available across all AMG surgeries and that Social Prescribing should have a dedicated section on the AMG website.

IT WAS AGREED that it would be beneficial for AMG to work alongside Health Trainers and Carers Northumberland to be able to offer patients and their families more support.

TB agreed to contact Jackie Briggs, Health Trainer, and Carers Northumberland.

JL suggested that it may be beneficial for patients who had experienced chronic illnesses or who have had family members with chronic illnesses to share their experiences with others who were going through the same thing, in a peer support programme. A brief discussion ensued.

0518/3 Patient Participation Partnership

3.1 Election of Deputy Chair

KR referred to an email, circulated previously, and asked for any volunteers to express their interest in becoming PPP Deputy Chair. JT asked for a role description and MM explained what being a Deputy Chair entailed. RC expressed interest and was elected the new PPP Deputy Chair.

TB offered support and knowledge to PPP officers, should it be needed.

3.2 New role for Deputy Chair Margaret Murray

KR explained that, following recent discussions, MM's role as a Deputy Chair would be developing slightly. Part of MM's new role was to recognise AMG staff achievements. TB and ES agreed to notify MM when a new member of staff had joined the team or if an existing member of staff had achieved something worthy of recognition. MM would send an email or 'e-card' on behalf of PPP members.

Although MS had stepped down as Deputy Chair, as an architect, he had agreed to offer advice about AMG buildings and AMG car parking bays for people with disabilities, as and when required.

IT WAS AGREED that it would be useful for PPP members to have access to a directory of all AMG members of staff.

3.3 Introductory Visits by PPP Officers to AMG surgeries

KR explained the agreed plans for PPP officers to visit all AMG surgeries and meet members of staff. Following visits by PPP Officers, it was hoped that other PPP members would visit the surgeries in groups of three.

IT WAS AGREED that it would be useful for TB to bring a member of staff to the beginning of every PPP meeting to meet members and give information on what their job role entailed.

3.4 Website, Facebook and Newsletter

KR referred to a paper, circulated previously, and asked for any comments or questions from those present. A main concern was that the PPP did not have a specific section and was not visible on the AMG website. TB confirmed that he and his team were in the process of amending the website so that the PPP have their own section. TB asked members what they would like to be on the website in the PPG section so that he can begin to develop this further.

IT WAS AGREED that the PPP Terms of Reference should be uploaded (AMG not Bondgate), PPP minutes should be uploaded (with confidential items removed) and any circulated papers uploaded (those which were publically available).

JT explained his views for disagreeing with the use of the AMG Facebook page, due to the new Data Protection laws. TB explained that the Facebook page was just another useful method of contacting patients and had not been intended to replace any other methods of contact. It was suggested that information posted on the AMG Facebook page was also posted elsewhere (e.g. local newspapers, surgery noticeboards etc).

IT WAS AGREED that no members of the PPG would be named on the AMG Facebook page without prior consent.

KR talked about the monthly practice newsletter (on the website and hard copies in surgeries) and how useful patients had found it. It was described as a 'huge loss' as it had been useful for keeping patients up to date with developments in the practice.

TB planned to relaunch a monthly AMG newsletter at some point in the near future.

0518/4 Embleton Surgery

KR asked RC to feedback any concerns or questions from Embleton patients. RC explained that there have been new residents move into the area and one of them had developed a website for local residents which had produced a lot of negative reports about AMG. TB gave contact details to RC to give to new residents, to arrange a meeting, if required.

IT WAS AGREED that positive changes within the practice should be publicised as widely as possible, to show that voices are being heard and changes are being made.

IT WAS AGREED that agenda items 5, 6, 7 and 9 should be dealt with by email or deferred to the next meeting, as appropriate.

0518/8 Information from AMG

8.1 Alnwick Surgeries: who does what and where?

TB informed members that both Dr C Wilson and Dr C Embleton-Black had resigned and left the practice. PPP members were made aware that a paramedic had been employed who would be able to help with home visits, advanced nurse practitioners and free up a lot of time for doctors. At the end of the formal meeting, TB presented an organisational structure to those members who could remain, to give a better understanding of the roles and responsibilities of different staff members.

0518/10 Date of the next meeting

IT WAS CONFIRMED that the next meeting of the AMG Patient Participation Partnership would be held at 2.00 pm on Tuesday 10 July 2018 at the Embleton Surgery.

0518/11 Any other business

11.1 General Practice Regulations

The Chair referred to a paper, circulated previously, and urged members to read it.