

Felton Surgery

Minutes: Patient Participation Group (PPG)

Date: Wednesday 24th March 2021

Chair: Jackie Smith (JS)

Present: Dr Y Lees (YL), Dr CJ Waite (CJW), Jackie Smith, Practice Manager (JS), Alison Gallico (AG), Hazel Hood (HH), Eileen Blagburn (EB), Barbara Dickson (BD),

1) Welcome:

JS and YL thanked all for attending and recognized a new way of holding meetings for this group, via TEAMS

YL- Good to start the new process, appreciate there has been a lot of change over the year and is an opportunity to share information.

2) Apologies: Suzanne Beddow

3) Matters arising

3.1 NEW PARTNER

YL – Introduce Dr Chris Waite as new additional partner at Felton Surgery. Confirming that Felton Surgery is no longer a single handed practice and is helping to future proof the surgery.

3.2 PRACTICE MERGER

YL – explained that close working with Widdrington during the pandemic over the past year has been out of necessity, natural progression to propose a merger with Widdrington Surgery. Experience of working with the bigger team has made workload manageable and much more supportive and robust.

EB – queried why patients were not informed before information posted on the surgery website

YL – explained that the surgery were due to inform the patients on the same day but there were unavoidable delays outside of the surgery's control, in the communication planned and this meant that the messages took longer to send out. Fully aware that it is important to provide this information. As the plans progress there is a real need to set regular update meetings with the PPG as well as updates on the website.

HH – wanted clarity on what merging means, would patients have to go to Widdrington surgery for all services?

YL – merge is a contractual merger, the 2 practices would form a larger organization. Current service access is due to the restrictions imposed by the pandemic. Future plans are for there to be a building in Felton for the provision of GP services.

HH – wanted clarity on whether the services would go back to normal

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YL – clarified that yes, there would be 2 buildings with services provided in both at Widdrington and Felton, offering greater choice for patients to attend at either building.

HH- as before the pandemic?

YL – Yes, the constraints of the building in Felton have meant that some services have previously been offered in Widdrington (Minor Surgery , contraception). The proposed new building will have the right facilities to offer these services

BD – queried why the merger was with Widdrington in preference to any others in the PCN, pointing out there are no direct bus links between Felton and Widdrington, patient demographics are of an elderly population

YL – explained that the merger is still proposed, there will still be a surgery in Felton so patients will continue to access services there. Widdrington and Felton have worked closely together for a number of years.

BD – concern that no-one should be disadvantaged in accessing services

YL – there will be a service in Felton should the merger progress as proposed. The difference in service provision currently is due to the limitations of the current building during the pandemic, there will be more service access rather than less
Clarified this is a proposal with a communication period of 3 months

BD – queried why the introduction of a new partner

YL – Felton surgery was previously a single handed GP practice, Dr Waite joining the contract as a second partner is separate to the proposed merger.

HH- questioned when the end date of the lease on the current building was

YL – confirmed there was no set date, the hope is to remain in situ until the new building is completed.

BD – queried what the expectations were of the PPG and how could the PPG help with the process of merge and new building

YL – stated would like to invite all to be involved and to meet to discuss what was relevant to patients

HH- queried if there would be 2 PPGs, feeling it was important that Felton has it's own community and Widdrington the same.

CONSENSUS FROM THE MEETING

AG – pointed out that there were several areas covered by the Felton Surgery who were some distance from Widdrington, however the 2 areas would have common goals and interests.

CONSENSUS FROM MEETING THAT RETAIN 2 PPGs CURRENTLY

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3.3 NEW BUILDING DEVELOPMENT

EB – felt that there was a lot of 'rumour' that could cause upset to people if information not shared correctly.

YL – clarified that the process for mergers and new buildings are very slow. There has been approval from NHSE for a new building and we are waiting for agreement between the Parish Council and developer for use of the land earmarked for the surgery before proceeding further.

Plan is for a website to be established with the developers (Assura) which will contain all of the up to date information and communication as the development begins and continues

EB – requested regular updates even if little to share

HH- wanted to know if plans had been submitted yet

YL – agreed to regular updates and clarified that no plans could be submitted until negotiations with Parish council were completed.

CONSENSUS FROM MEETING TO MEET IN ONE MONTHS TIME

3.4 VACCINATION UPDATE

YL – clarified that Widdrington and Felton were working closely with Amble to deliver the COVID vaccines at the Amble health centre. There was a very strong start in the delivery from the end of December, although the supply chain to the centre has been slow and with short notice at times.

- Clarity also given that staff from Widdrington and Felton have been part of the planning and delivery of this programme in Amble
- Letters continue to be issued inviting those eligible to book appointments at the National centres. These are NOT coordinated by the practices
- Patient feedback has been positive (echoed by the meeting members)

3.5 FUTURE MEETINGS

JS – stated happy for more members to the group and sought consent to share email addresses. Confirmed would email minutes individually. If consent granted by return, the full email list would be shared.

BD – requested a structure to the meetings

JS – suggested sending with the minutes a standard agenda for review and use at next meeting

AG – volunteered to produce meeting minutes from next meeting

JS – confirmed 1 months' time – Wednesday 28th April at 11?

AG – stated members could encourage patients from other parts of the practice catchment area to attend also

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JS – confirmed minutes would be circulated by the end of the week

Date of next meeting – Wednesday 28th April at 11.00am Via TEAMS INVITE