

Northumberland Heath Medical Centre Patient Participation Group

Minutes 19th February 2019

Present: Sue Flanagan, Beverly Russell (NHMC Staff)

Pauline Dewberry, Sue Sale, Terry Coburn, Dennis Webster and
Geraldine Burlington (Patients)

PPG Survey

The message that the PPG survey is sending out was discussed. Information was collated and the following conclusions were drawn:

- 12 surveys were completed.
- The surveys were mostly completed by NHMC patients.
- There was a mixture of satisfactory and poor answers with regards to the merger.
- There were an equal number of male and female patients who had completed the survey.
- Most of the patients that completed the survey were over 70.
- Most of the patients that completed the survey had visited the Practice in the last month.
- The patient's experience was mostly good.
- The experience of getting an appointment was satisfactory.

Online and telephone consultations were discussed, telephone consultations were preferable.

The survey should be repeated again in 6 months' time.

Practice News

Contraceptive Services were explained.

The PPG were advised that the Practice had a CQC visit in January the outcome of which was good.

PPG

There was no interest in the recent PPG meeting at the CCG.

Our next PPG meeting will be on Tuesday 14th May at 4pm