

Bewick Crescent Surgery PPG

Annual Report January 14th

2020

This is a summary of the major topics dealt with by the PPG since our last AGM in March 2019

- Practice manager Helen Hobson retired and we welcomed new practice manager Steve Lucas.
- 2 Group members resigned Nadia Armstrong and Grace Adamson
- Welcomed new members Marion Midgley, Owen Dickinson, Kathryn Garnett and Maureen Aither
- Regular updates on the merger between Durham

Dales Easington and
Sedgefield Clinical
Commissioning Group and
North Durham Clinical
Commissioning Group

- Updated and discussed new GP contract
- MECATS (Minor Eye Conditions and Treatment Service) The group ensured that a list of participating opticians was easily visible in the practice
- Care navigation is constantly being monitored and some changes are being made

- Did not attend appointment (DNA) is an ongoing problem and is constantly monitored
- Regular update on complaints made to the surgery and the actions taken
- Care Quality Inspection of the practices and Hilary Stoker and Bob Adamson were interviewed on the role of the PPG and the views of the PPG on the practice. The practice received **GOOD WITH NO ACTIONS**

and the working age

category was VERY GOOD

- 2 new room direction notices were placed in the waiting room
- Reports were give by group members on Patient Reference Group meetings, Palliative and End of Life Care, GAMP, Warm and Healthy Homes, Age Concern, Cancer Carers and The Youth Council
- There had been some problems with text notifications for appointments and on-line

logging in which have now
been resolved

- The group were given
defibrillator training
- A Macmillan Coffee Morning
was held Friday and
Saturday October 11th and
12th raising £382.33
- Joint meeting with
Peaseway, Jubilee and
Hallgarth. Speakers were a
representative from Jubilee
Medical Centre on
Healthcall - a pilot scheme
being trialled at Rose Lodge
Care Home, Jeff High on
Young Adults Support Cafe

for 16-21 year olds - an
emotional wellbeing peer
support drop in session held
in PCP, Dr Satinder
Sanghera on Social and
Therapeutic Horticultural
Therapy - a personal story
and Lewis Kirkbride from
Citizen's Advice on Caring -
the options available and
the financial implications