

BEWICK CRESCENT SURGERY - PATIENT PARTICIPATION GROUP (PPG)

Notes of PPG Meeting held on Tuesday 21 January 2020

The Group welcomed two new members

The Group received a report from a recent Patient Reference Group meeting, that the CCG recommends that all GP practices use a universal PPG Policy; Bewick Crescent Surgery have this Policy in place.

DDES/North Durham CCGs will merge on 1 April 2020.

A staffing update was given; discussions took place on care navigation, appointment system and the number of 'did not attend' appointments lost. A discussion also took place on the problems caused by cars parking outside the surgery, instead of in the car park.

Bewick Crescent Surgery will carry out their annual survey during w/c 24 February 2020; patients are asked to take part.

The next meeting of the PPG will take place at the end of March 2020