



Patient Participation Group Meeting
Tuesday 6th February 2018 - 5pm

Attendees:

Patients

Harry Frith – HF
Shenene Fontenelle-Struthers – SFS
Alan Gowers – AG
Linda Rule - LR

SMG Staff

Dr Phil Lamballe - PLL - GP Partner
Gabrielle Twist – GT – Personal Assistant

Apologies:

David Nicholson - DN - Practice Manager
Alan Rule – AR
George Holmes – GH
Helen Holmes – HH
Norman Kime – NK
Janette Kime – JK
Jean Kyle – JK

1. **Previous Minutes**

Agreed for accuracy.

GT informed the group we are still proactively working on the did not attend project and we are still sending warning letters to the suitable patients who are not attending for appointments and not cancelling them. This started a discussion regarding the project and whether we can stop patients from not attending appointments. HF

suggested that we have a facility on the texting service that when we send a reminder to the patient about an appointment it has the option to reply to confirm the appointment and not just to cancel the appointment. GT was unsure if this would be available via the service, however we can investigate as to whether there was a way of expanding the text to include a further sentence to emphasise the importance of cancelling an appointment. **Action GT**

2. Saville Medical Group updates

GT provided the group with an update regarding recruitment and staffing within the practice.

GT informed the group that it is looking positive in the planning of a new building for our branch surgery in Newbiggin Hall. Some of the team have had a further meeting with NHS England and our architect in January which has made the move feel very promising. We will provide the group with any further update regarding the application process.

3. Urgent care review

GT provided the group with a copy of the urgent care review leaflet that was provided by the CCG and explained the current plans of how the CCG are wanting to improve the way urgent care is delivered within the area. The urgent care review survey was open to the public between 20th November 2017 and 10th January 2018, which we had copies available in the waiting room as well as the CCG promoting via their website and other sources. The group didn't know about this survey or that this was getting looked into however agreed that changes had to take place due to high pressures within urgent care. GT confirmed that any changes that were to be made by the CCG, we would let our patients aware of these however this should not affect us as a practice as we are primary care.

4. Flu vaccine update

GT provided the group with recent media posts that had been advertised regarding the publication from Public Health that GP practices are to hold off from ordering any flu vaccinations until further notice. GT wanted to reassure the group that this is due to investigations which are being carried out to test the suitability of types of vaccines which are given for which ages and medical conditions. GT confirmed that Saville Medical Group will be providing the flu vaccination next season, and we will be following whichever guidance is provided by Public Health but no patients should be affected if they are eligible for the vaccination.

5. Any other business – Patients issues

GT asked the group if there was anything they would like to discuss.

Date and time of next meeting – to be confirmed