



Patient Participation Group Meeting
Wednesday 14th July, 2014 - 5pm
Minutes / Local Participation Report

Attendees :

Patients

Linda Rule - LR
Eric Fallais - EF
Harry Frith - HF
Laura Mullin - LM
Jean Kyle - JK
Shenene Fontenelle-Struthers
Neil Sutcliffe – NS
Dan Duhryn – DD (Involve North East)
Annie Brotherton – AB (BSL Interpreter)

SMG Staff

Dr Mari McGeever - MMG - GP Partner
David Nicholson - DN - Practice Manager

Apologies :

Alan Rule – AR
John Tait – JT
Marie Curran – MC
Bee Adeyeba - BA

1. Previous Minutes

Previous minutes had been posted / emailed out in advance of meeting as requested at last meeting.

Since last meeting EF had tried to get onto ACORN group but had been told “to leave it for now and that Practices would be informed of next meeting”

DD later confirmed that the next ACORN meeting will be on **Wednesday 24th Sept at 5:30pm at South Northumberland County Cricket Ground**, which is in Gosforth just off the main high street. Alison is happy to have two members come along and you should get the papers etc. prior to the meeting from Alison Thompson.

If interested her contact details are as follows :

Alison Thompson
Patient Carer and Engagement Lead
Newcastle North and East Clinical Commissioning Group
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Newburn Riverside (Business Park)
Newcastle upon Tyne NE15 8NY

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Email : alisonthompson4@nhs.net

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At our last meeting the issue of support for SMG for the busy student intake was raised. Since the meeting in March we have taken on 2 more apprentices and employed three temporary members of staff to prepare registration forms etc.

DD explained to the group how Involve North East (INE) staff had provided resource at student registration events at both local Universities however this the situation at present for this academic year is that no such financial support will be provided from NHS England nor NNECCG. DD also explained how students were given information to provide informed choice between all GP practices in the City. The Universities may be asked to fund the usual events but this year we do not know what is going to happen

Other items from last meeting :

111 Service – this is happening nationwide and patients are being encouraged to use this service rather than present at A & E.

Promotion of Access Doctor Service - Staff Training has been carried out to improve signposting of this dedicated service to patients who wish to speak to a Doctor the same day.

New Clinical IT System – EMIS Web was implemented on 23rd January since when we have gained greater flexibility in trickling out appointments during the day and worked with our telephonist staff to promote booking of appointments online.

Telephone message – mixed views, some find message to be too long whereas others find it a useful tool to make patients aware of what the various clinical staff can offer , especially patients new to the Practice. MMG and DN to review the message with Nicola Johnson – Admin Manager as we still need to use it to promote the services we offer.

Feedback to CCG – Following last Practice survey DN did feedback to the CCG about our patients wanting to see physiotherapy , x-rays and podiatry in Practice.

2. ACORN PPG Group – Dan Duhrin (Involve North East)

DD explained how the NNECCG have the ACORN PPG and the Newcastle West CC have their own group.

INE used to do various pieces of work for Newcastle Primary Care Trust until the latter were disbanded. They currently do patient care and involvement work for the local CCGs. Alison Thompson – AT (NNECCG) and Tracey Stuchlik - TS (Practice Manager – Thornfield Medical Group) have asked INE to look at how the ACORN group works now and how it may work in the future as this is still to be finalised.

MMG – as a Practice we were initially encouraged to ask our patients to become members which they duly did in numbers only to then be informed it was to be one representative per Practice.

DD – the ACORN group is currently going through changes and the main aim is to make sure there is better Practice representation and that meetings are not just talking shops. The ideal scenario is that the ACORN group does pieces of work that benefits the wider healthcare community e.g. reducing A & E attendance rates.

In addition to AT & TS Jill Clancy is the Chair of the group and is another contact for interested participants. DD will speak to AT to get more information circulated and to get more patients attending the ACORN group meetings.

3. Agree 2014-15 Action Plan

HF asked how other groups worked.

MMG – some groups are fully operated by the patients who then disseminate the information from their group meetings. This year the Patient Participation Direct Enhanced Service is very different to previous years.

The main and most important difference is that Practices do not have to do a patient survey but “the Practice and the PPG should develop and agree an action plan (based on three key priority areas) and agree how the practice will implement improvements.”

WE NEED YOUR IDEAS ! PLEASE SEND TO DN & MMG

Feedback about the Practice which will involve the roll out to all GP Practices of the Friends and Family Test in December 2014.

DN to look at setting up an online feedback facility.

MMG – again we would appreciate your feedback on the various methods to best collate feedback about the services we offer. Please either drop us a line to the usual address or email Saville.med@nhs.net.

DD supplied the following suggestions for possible actions for our group based on previous projects and pieces of work INE have worked on :

Your perfect GP surgery...back in 2009/10 we put forward a proposal for a piece of work called 21st Century GP, which had two objectives:

1. To identify the experience of patients today in relation to their GP practice
2. To obtain patients' views of what they would like their experience of their GP practice to be like and what services they would like to be able to receive from their GP practice.

The work never started, through one reason or another but you could ask your PPG to take this idea forward. They could feed in your general GP surgery questionnaire results from last year and the idea of looking at new premises and design a piece of work looking to gather patients interest in backing a move and what they would want out of the new premises.

Appropriate use of A&E, I know that the ACORN group was going to look at this and gather information from all participating PPGs. They were looking to do a mail out to patients, via their surgery...this might be something your PPG could do alone or as part of ACORN.

Your Practice, Your Well-being, I know that Avenue last year, instead of doing the generic GP survey undertook a more personal approach; inviting patients to take part in small interviews. Perhaps your PPG could undertake something similar. Maybe not on a big scale, maybe focus on a clinic or service e.g. baby, ante natal, COPD and get personal stories from patients about their condition and how they feel Saville supports them

Ask me sessions, just a random suggestion. Perhaps, as the PPG are knowledgeable in the workings of Saville (appointment systems etc) they could run a number of in waiting room sessions sharing this information

4. Any Other Business

Property update – we continue to seek a City centre site for a purpose built health centre. Sadly NHS England have suspended all property applications and our Newbiggin Hall site proposal was also suspended although our developers are trying to resurrect this project.

CCG Involvement – could we ask AT to attend our next meeting ?

Named GP Service for patients aged 75 and over - MMG provided explanation to EF's question about how this will work.

Appointment Reminder Texts - following meeting we confirmed with our IT Team these are sent to patients just after booking and again 24 hours prior to the appointment.

Chairing of meetings – still to be done by SMG staff.

Date and time of next meeting – Monday 8th September , 5pm at Saville Place – to be confirmed by letter / email.