



Patient Participation Group Meeting
Tuesday 12th June 2018 – 5pm

Attendees:

Patients

Helen Holmes – HH
Shenene Fontenelle-Struthers – SFS
Harry Frith – HF
Jean Kyle – JK
Linda Rule – LF
Alan Tweddle – AT
Ginette Tweddle – GT
David Connolly – DC
John Cornhill – JC

SMG – Staff

Dr Phil Lamballe – PLL – GP Partner
David Nicholson – DN – Practice Manager
Caroline Morris – CM – Assistant Practice Manager

Apologies

George Holmes - GH
Alan Rule – AR
Alan Gowers – AG

1. Previous Minutes

Agreed for accuracy.

2. Saville Medical Group Updates

DN spoke to the group about the difficulties in recruiting GPs, currently advertising but relying heavily on Locum cover at moment. HF asked how many GPs are we short, DN advised very hard to answer with different sessions etc. Dr McQuillen and Dr Graham are Saville's GP Trainers and our new GP Trainee; Dr Sophie Temple is starting August 2018.

Vacancies within the admin of Saville, currently recruiting new medical secretary and a new apprentice just been employed to work over all aspects of admin.

DN explained about the GDPR including showing the group how to access the updated information on the Saville website. www.savillemed.co.uk/data.php

Practice Engagement Plan 2018/2019, DN explained split into 3 main areas:

1. Planned Care Section of PEP is aimed at reducing number of patients 18+ attending a routine outpatient appointment.
2. Promote same day access for acutely ill children as per last year also;
3. Frailty, we are required to identify patients as risk of being moderately frail, validate them as such and ensure they have a record of an annual review and medication review. PLL also spoke of how the scores work according to services in area, mental health etc.

DN discussed Year of Care and Long Term Conditions, leaflets were handed out to help with the understanding. This is Saville's second year of signing up with the CCG and we are now fully established at Saville.

DN advised that details of this can be found on the Saville website www.saville.med.co.uk/yoc.php under Health & Social Care and Advice / Long Term Conditions/Year of Care.

3. Surgery Premises Development

DN and PLL discussed the development of Newbiggin Hall Surgery, meetings have gone ahead just waiting for NHSE to approve. Once approved 33 to 35 weeks to build. DN passed around photos given by architect, to give some idea of what the new practice could look like.

SFS discussed parking and cycling facilities. PLL advised that this has been taking into consideration due to practice being located next to a retail park. Group discussed what facilities would be within new practice, HF discussed x ray department, and GT discussed self-health groups and attached staff. LR discussed pharmacy. PLL advised that these are still all being discussed; however the pharmacy will stand alone and not be within the new practice.

HF enquired about any development within Saville Place, DN and PLL advised that would be phase 2, options are being discussed.

4. Any other business

SFS and LF both discussed when telephone lines answered, no introduction to either practice name or call handlers name, just being answer "surgery". DN and PLL agreed they would speak to the correct department regarding this. GT enquired about booking more than one appointment online, system would not allow. PLL advised that they had come across this and had previously "spoke" to IT, the system only allows one appointment to be booked to stop "block booking".

DN mentioned electronic prescriptions EPS and states in the future there may be no "paper prescriptions" Practices are set targets for uptake op online services Saville currently on 42%.

Date of next meeting – to be confirmed