



Patient Participation Group Meeting  
Monday 3<sup>rd</sup> February 2025

Attendees:

Ginette Tweddle – GT  
Helen Holmes – HH  
Linda Rule – LR  
AT  
Peter Miller – PM  
Joan Miller - JM

Apologies

Alan Rule – AR  
David Connolly – DC  
Shenene Fontenelle-Struthers – SFS  
John Cornhill – JC

SMG Staff

Dr Jonathan Booth – JB – GP Partner  
Caroline Morris - CM – Practice Manager  
Nicola Johnson – NJ – Clinical Services and Operations Manager  
Paige Hall – PH – Staff Services Manager

**1. Introduction**

Dr Booth welcomed everyone back for the next PPG meeting and a copy of the last meeting minutes were handed out for everyone to look over and to discuss anything necessary. Introductions done again around the room.

**2. Sentiers**

NJ went through the pathways, different ones accessed together. Went live in the practice 3<sup>rd</sup> Feb with admin. Developed within the surgery and cards updated by management and partners daily.

PM - asked about online appointments and if they were coming back?

NJ - advised that they were not done at present, taken off during COVID. All patients would book into it and sometimes incorrectly. Potential issues as patients would book more than one also.

GT – are there any trigger words to help with patients who won't disclose issues on the phones to allow staff to help them?

NJ – advised that admin can ask the patient to go somewhere else to talk or call back at a more suitable time

JM – if you're referred to the pharmacy, is it done from within the surgery?

NJ – form is done online, pharmacy chosen by patient local to the patient usually. If there any issues, there is a card called 'pharmacy bounce back' admin can then know what to do with it. Publicity from pharmacy first has been big on the TVs. Dee from pharmacy first has been into the surgery to assist with the cards.

GT – can the pharmacies cope with the extra work?

JB – advised there is extra funding and hours given for this. Contraception can be reviewed at pharmacies – continuity at pharmacies, frees up more appointments within the surgery.

LR – topical issue – cancer bloods/hospital bloods can they be done in the surgery?

JB – for safety and funding issues they ideally need to go back to hospital to action as they're requesting them and if there are any issues with the bloods, the cancer specialists would be more knowledgeable on them.

### **3. NGPS Community Health Bus**

Brief overview of what a PCN is and what NGPS do.

CM – work with NGPS as they have developed a health bus. The bus can deliver smears/immunisations/health checks. It went to outreach places initially. May be done more than once in the future also.

Friday 28<sup>th</sup> Feb – the bus will be at Newbiggin Hall in the car park, offering free health checks 40–74-year-olds (no preexisting conditions) – appointments to be prebooked.

HH – works for an outreach charity in Walker, needing appointments. CM to send HH info about the bus from NGPS to possibly attend in Walker

NGPS offer other services, staff through Flexipool also e.g. LM –a Practice Nurse we currently use for Maternity cover. They can help fill a gap for any cover within the surgery.

#### **4. PSA Screening**

AT – PSA screening in younger people briefly mentioned.

JB – blood test isn't that great at detecting. MRI potential to be the next thing they release, but nothing confirmed yet.

#### **5. AOB**

AT – NHS app – sometimes issues with hospital appointments not showing on it especially if there is more than one appt with a specialist.

NJ – advised that sometimes one can be cancelled and then they're prepping another appointment which is why it can either show some/not show all

JB – 'ghost' appts are sometimes given. Also advised that we aren't responsible for the app, it isn't linked directly to the surgery.

PM – Dr Lunt clinic he had an appointment in – received a text message to attend the surgery but it was for a DVLA form. Clinic defaults for those appointments with College Suite.

PH to speak to LG regarding turning off appointment reminders

JM/PM – wanted to express how thrilled they are with the service at the practice since joining

**Next meeting – TBC May 2025**