



Patient Participation Group Meeting
Monday 1st June 2015 - 5pm

Attendees :

Patients

Harry Frith - HF
Linda Rule - LR
Alan Rule – AR
John Tait – JT
Shenene Fontenelle-Struthers – SFS
Laura Mullin – LM
Alan Gowers - AG

SMG Staff

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

Other Attendees

Apologies :

Jean Kyle – JK
Eric Fallais - EF

Previous minutes agreed for accuracy – new shorter message now played when callers to the Practice are on hold !

Alan Gowers – AG is a new member to our group. Asked about ACORN group , MMG explained the history of participation with this group by SMG patients.

Issue of signposting patients to correct area of care again mentioned. Nurses have been given extra training by our Clinical Manager. Leaflets to inform patients as to the roles of Nurse Practitioners will be placed in waiting rooms.

DN / MMG -Since the last meeting we have recruited 2 Nurse Practitioners and a Practice Nurse and we are doing a lot of work to allocate patients to the most appropriate group of staff.

CCG Projects in response to request by EF for examples of CCG work DN contacted Alison Thompson at the CCG who supplied the following information :

- 1) Patients' experience of the COPD pathway and awareness of experience of pulmonary rehabilitation.
- 2) Diabetes education – patient experiences of current courses and views of proposed courses of treatment in Newcastle.
- 3) Musculoskeletal services : patient experiences and outcomes.
- 4) Walk in centre review : peoples' awareness and experience of walk in centres in Newcastle.
- 5) Deciding together – developing a new vision for mental health.
- 6) Carers Conference

Further information on the work of the CCG is available at www.newcastleheadccg.nhs.uk

MMG reiterated to the group that Patient Participation Groups were set up in Practices as a result of an NHS enhanced service. Practices are now required to operate such groups as part of the amended GP contract. Any changes implemented by our group would in all likelihood be specific to SMG. This year we still need to produce an action plan with 3 intended actions.

To date we are working on :

Primary Care Foundation Project – this is a CCG funded project to look at getting the correct levels of appointment provision. We have an Access Doctor available every day to meet a previous Government directive on providing access to a GP within 48 hours.

We do carry out audits , since we last met we have recruited 2 new Doctors and we currently have 8 GP Partners which we believe is the correct number to manage the Practice. We are still trying to recruit additional GPs on permanent contracts but we , like many other Practices , are having to use Locums whilst we try to recruit in a very difficult job market as far as recruiting Doctors is concerned.

We have also moved our Access Doctor to a non clinical room to free up much needed space for our new clinical staff.

In House Ultrasound Service – this is now up and running at Saville Place. Referrals are made via our Doctors. Clinics are currently fortnightly on a Tuesday , reports are sent back to Doctors quickly.

Other Suggestions :

JT - Patient Access – currently does not show which of the two sites appointments are at , the situation is the same on text messages confirming appointment and reminder texts.

*****SMG to investigate this as one of the actions for this year*****

JT - Repeat Prescriptions – could lists be amended to avoid drugs no longer required being dispensed. MMG explained that we already do this at SMG so any occurrences of this will be down to the pharmacies.

HF – Property – could new premises be an action ?

DN / MMG explained that a first stage application is in for new premises at Newbiggin Hall but this is very much at the early stage and the funding situation is not at all hopeful. With the demise of the PCT existing property projects were dropped and now looked after by a new organisation called Propco.

CCGs are trying to get Practices to work in clusters so it is likely Practices will be encouraged to share premises in the future. Our region is not recognised as being a high priority by the NHS. We are exploring other areas of the town , possibly including a Nurse Practitioner led Student Unit to take pressure off our city centre Practice.

SFS asked about 7 day opening.

DN – at present we still await further details. Our Practice already provides extensive opening hours over 5 days and to open on any additional days of the week would require substantial additional funding.

AG – could we offer a weekend service in conjunction with other Practices using a skeleton level of staff ?

MMG mentioned locality groups where Practices are sharing best practice and expertise , being encouraged to work together however due to IT issues Practices may only be able to work with other Practices that use the same clinical system.

Consensus of the group was it would be a good project for the CCG to do a survey to assess the demand for weekend access to GP surgeries.

*****Agreed to keep appointment access as an action , also leaflets for patients about the roles of Nurse Practitioners and extension of Ultrasound clinics if possible*****

AG – Communication of X-rays and other test results to patients – a lot of patients may not find it satisfactory to have to get them via speaking to a Receptionist in person or over the phone and would like the Practice to look into other ways of communicating such important information.

MMG – we don't have an automatic way of letting patients know results although we do have systems in place to inform patients about abnormal results. Every result is filed and categorised as either 1) abnormal – patient to come in 2) normal – no action or 3) abnormal –

to see patient in clinic. Doctors then send instructions to our Admin team to make the appropriate arrangements. Hospitals will not send x-ray results directly to patients.

*****Agreed that SMG will set up a working party to look at alternative ways to provide patients with results from tests*****

Any Other Business

None

Date and time of next meeting - 5pm Monday 2nd November