



Patient Participation Group Meeting
Tuesday 6th November 2018

Attendees:

Patients

Shenene Fontenelle-Struthers – SFS
Ginette Tweddle – GT
David Connolly – DC

SMG – Staff

Dr Phil Lamballe – PLL – GP Partner
David Nicholson – DN – Practice Manager
Daryl Thompson – DT – Senior Clinical Pharmacist
Caroline Morris – CM – Assistant Practice Manager

Apologies

George Holmes - GH
Alan Rule – AR
Alan Gowers – AG
Helen Holmes – HH
Harry Frith – HF
Jean Kyle – JK
Linda Rule – LF
Alan Tweddle – AT
John Cornhill – JC

1. Previous Minutes

Surgery Premises Development, now at stage of waiting for local approval.
Admin Manager has spoken to admin staff to remind them of the Saville greeting whilst answering the telephone.

2. Clinical Pharmacist Provision

DT introduced himself, Senior Clinical Pharmacist has worked at Saville for 4 years initially through Intra Health now employed through Saville.

Currently recruiting a Clinical Pharmacist (due to start in January 2019) to work alongside the Meds Management Team, this will bring the team up to 5 staff members.

DT will be responsible for medication reviews, patient medication, safety reviews, and audits also prescribing within clinical guidelines. He will be working over the telephone and carrying out clinics Monday to Thursday at both surgeries. Once new staff member starts will also look at carrying out home visits for med review, dealing with frailty medication and Care Homes. DT works very closely with GPs. DT will also be speaking to admin staff to help with calls coming into the surgery that are to be directed to the pharmacist.

GT mentioned in the press advising patients to "go to pharmacy".

3. Saville Medical Group Updates

DN discussed the GP recruitment and that we continue to talk to GPs, unfortunately there is still a great reluctance to commit to a Salaried GP job and overwhelming majority want to work through the freedom of a locum contract.

Dr Holmes has left the practice as a salaried GP, but has remained with us on a locum contract, as has Dr Channon who has retired but continued as a locum.

We have 2 nurse practitioners joining the practice to help support the access doctor and the home visits.

Branch manager Gladys is retiring after 40 years with Saville; Nicola who has also been with Saville for 20+ years will be replacing her, with a new administration manager coming into Saville Place.

CQC are currently inspecting surgeries in Newcastle, it would be great if we could recommend patients from the PPG to speak to inspectors, should we get an announcement of an inspection.

Econsult system went live today, CCG sponsored scheme to reduce pressure on telephones and free up appointments via online system whereby patients can seek advice.

Flu season is upon us, most difficult flu season since DN arrived in 2009, and delays in getting consistent advice over the different vaccines. Vaccines for the over 65s were delayed; practices could only get amounts in 3 batches (600 + 300 + 600) for Saville. We took the decision to hold a Flu clinic at Newbiggin Hall only, where patients can park with ease. We carried out over 600 vaccinations on Saturday 17th October 2018 and have held further clinics during the week.

4. Any other business

DC mentioned Skype consultations; nothing has been discussed or planned for future.

GT asked about promoting Econsults, advised will be on website.

Date of next meeting – to be confirmed