



Patient Participation Group Meeting
Monday 14th October 2024

Attendees:

John Cornhill – JC
AT
Shenene Fontenelle-Struthers – SFS

Apologies

Ginette Tweddle – GT
David Connolly – DC
Helen Holmes – HH
Linda Rule – LR
Alan Rule - AR

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. Boundary Change

PH mentioned the proposed boundary change and an update on where we are at with the ICB. PH and CM had a TEAMS call with the ICB who said that they didn't see any issues with our proposed boundary change and more work to be done on it such as putting it on the website and sending out information to the local surgeries. Discussion around possible issue with appointment if we take on more patients, JB

explained it gives more flexibility for patients to register with us and we have taken on more clinicians so shouldn't be issues for accessing appointments.

3. Staffing Changes

Discussion around new starters for the practice:

Dr Felicia Choo – Salaried Doctor – September – works at both sites

Dr Glen Patrick – Salaried Doctor – August – works at both sites

Dr Louisa Elkins – Retained GP - July – Remotely

Dr Laura Thompson – Retained GP – October – works at NBH

Dr Rebecca Howe – Salaried Doctor – work at NBH

Dr Joanne Pilkington – Salaried Doctor- returning from maternity leave this week- based at both sites

Dr Charlotte Jackson – Return to Practice Doctor- hoping to keep her on as a salaried GP after her 3 months has ended

We also reached full capacity for doctors and had to turn away doctors for the first time in a while.

Margaret Wootton – ACP – part of the SMART team with Leah – joined in July – does home visits etc

Management Team restructure which commenced in July following David Nicholson's retirement:

- Caroline Morris- Practice Manager
- Lucy Chambers - Primary Care Project Manager
- Paige Hall - Staff Services Manager
- Debbie Lambert- Accounts Manager
- Nicola Johnson - Clinical Services and Operations Manager
- Debbie Major- Clinical Services and Digital Manager

Altogether: 31 GPs, 7 Partners, 24 Salaried GPs, 23 Nursing staff including ACPs, 49 other skilled staff and pharmacy team, 15 SPLW team. 4 trainees. 118 staff overall.

AT – mentioned continuity of care with seeing locums isn't always good if seeing multiple doctors that may not know all of your issues.

NJ – locums aren't getting booked in as much now, unless it's for holidays/sickness as we are at full capacity.

JB – good team overall, turnover low, JWJ (Nurse Practitioner) has just done 35 years within the practice

4. Flu and RSV vaccines

847 flus have been booked in over two Saturdays at Newbiggin Hall, higher than last year.

RSV vaccines – over 200 done, 62 left to book in

PH to book John Cornhill in for his vaccine as he wishes to have it, text to be sent with appointment

5. Sentiers

JB gave an update on the new system for the practice. If a patient gives the information of a condition, it will be inputted and depending on what it is, they will be booked into the right place with the right clinician. The 'blueprint' is ready made so all staff should follow the same information. Possible start date might be January.

NJ added that it will be constantly updated as it's a new system with some possible teething issues to begin with. The doctors need to be seen by the right people, we have ACPs, SPLW team members who can help with other issues.

JB – GPs are stretched for their appointment times and need to see morbidity patients, this new system should help with this

6. Collective action – BMA

JB – briefly asked the group if they have heard about this advertised anywhere

JC- heard something about it which said that there wasn't much change in the service and that GPs won't do referrals?

JB – discussion around it. BMA have come up with it and it involves Primary Care, underfunded and overstretched GMS contract. If services go up and money isn't coming in via the government then cutbacks need to be made. Not ethical for us to strike. The practice needs to do what's right for their patients – use A&G as it can be easier than waiting for a referral and can come back within a week.

NJ- pushback for services being done for STOC back to hospital – needs to be done as part of the BMA

PH – we receive £107 per year per patient to look after them

JB – mentioned that not a lot was happening with GPs and things aren't currently changing, no striking happening.

7. PPG Group – more members

JB – asked the group if they are happy with widening the invitation to other people to bring more patient's onboard, thoughts?

AT – has approached some friends who are patients but they had just joined the surgery and was too early for them to join

JB – text messages or something to be put on the website asking patient's to email in if they wish to participate. JB to ask partners if that's okay and then feed back

Next meeting – February 2025