**THE GLEN MEDICAL GROUP & PARK SURGERY**

**MINUTES OF PATIENT REFERENCE GROUP MEETING**

**HELD ON Thursday 22nd June 2017**

**Present:** Dr Heather Joll GP Partner

 Mrs Lynn Crutwell Practice Manager

 Miss Chantelle Farrington Administration

 Mr Michael Harte PRG Member

 Mr Martin Simpson PRG Member

 Mr Gerald Fionda PRG Member

 Mr Michael Gough PRG Member

 Mr Trevor Nicholson New PRG Member

Apologises for absence: Mrs Celia Harrison, Mrs Denise Hetherington, Mrs Sandra Dummer, Mr Alfred Dummer, Mr John Sutherland and Mrs Vicki Sutherland.

**Introductions**

Lynn thanked everyone for attending the meeting. Lynn introduced Dr Heather Joll as the Partner attending this meeting and Chantelle Farrington as the administrator.

Partner’s strategies for the year are to have the same GP for one year at all the PPG meeting. The delegated doctor for this year PPG Meeting is Dr Heather Joll.

**Review of Previous Minutes**

DNA’s are still a working project. Weekly numbers are ranging for 45-68. We are still posting them in the waiting room, Facebook and the website.

Young Peoples project is still going.

**Staff Update**

Dr Jones is back from Maternity but sadly leaving us at the end of the July.

Mel and Sarah are out two new receptionists who recently joined us in the last 3 months.

Lyndsey is our new administrator who recently joined us in the last month. Anne Sutcliffe has retired and is leaving us at the end of June.

We are looking to recruit a new GP and an Advanced Nurse Practitioner.

**List Numbers**

Glen Numbers: 7723 registered patients

Park Numbers: 2928 Registered patients

**Young Persons Project**

Update.

We have still had no reply off the two local comprehensive schools.

Dr Kerstin has been in contact with Dr Parks from a South Shields practice who is working very closely with the schools. We are going to try and get a GP, Nurse and a couple of receptionist to go into the schools to give a bit of talk about the services we offer and other external services that they can access.

**DNA**

Trevor asked what is the procedure when patients do not attend, Lynn explained we are sending three DNA’s letter before a patient is removed, it also states on the first letter that if they do miss 3 appointments they will be removed from the surgery in 8 days. Dr Joll explained before removing patient after their 3 DNA’s the Practice reviews each case. Dr Joll also explained that some of the DNA’s are reasonable as people have different lifestyles, generally unwell people and death in the family etc. Trevor asked how we get the information across to people; we display this in the waiting room, Social media and on the website. We have discussed displaying the numbers as time or a percentage which we will do from next month.

PPG Members asking if we can have the number of how many patients have been removed since starting the DNA audit last May 2016. Chantelle to audit.

Michael H suggested for another meeting to be arranged to just discuss DNA’s and see if the PPG member can bring any suggestions to help with reducing the numbers.

**Website**

Lynn explained that we have merged both of the website, so the Park website no longer exists. The park information is now been transferred to the Glen website.

**Dementia Friendly Status**

Hebburn has now achieved working towards Dementia Friendly status along with other business and organisations in Hebburn we have all worked towards a Dementia friendly Hebburn and will continue to support this initiative.

**Appointments**

We are busy trying to recruit an Advanced Nurse Practitioner, we feel doing this will take a little bit of pressure of the GP’s. At the minute GP’s on call are trying to see people for acute minor illness in 5 mins for things such as tonsillitis, chest infection, rashes and viral infection which things like this can be seen by the ANP which will release a lot of doctors time and hopefully bring the wait down for a routine GP appointment.

Gerry asked about Doctor First. This is similar to what the practice used to do by triaging the patient then bringing the patient down to surgery.

Dr Joll explained there are pro’s and con’s to Doctor First and which she doesn’t feel would work in this Practice as there is so much pressure within Hebburn.

**Signposting**

The reception girls have been on signposting training recently and this has been supported with further ongoing In house support from our GPs.

**Telephone System**

Lynn asked if we had any feedback on the new telephone system, Gerry informed us that his brother in law got to 1 in the queue and then got cut off. Other than that we have had good feedback from the reception girls, they have said it is a lot busier but this is because more calls are able to get through and are put in a queuing system.

Phase 2 should be going live at the end of July. Engineers have been out on Wednesday setting it up we are just waiting for Part 2 to be installed. Phase 2 is called Patient Partner which is an automated 24/7 service which should release some pressure from the main line.

Lynn explained that we can now track and audit calls, see how many calls are coming in at a time and also calls are being recorded.

**PPG Membership**

We have sent invites to a couple of interested patients to join our PPG this year. Trevor w has kindly joined us tonight and we have also invited another lady who was unable to make it tonight but may be interested in joining us at the next meeting

**Any other business**

Noticeboard – Gerry feels as there is a lot of information on the notice boards and it is hard to read especially with someone who has dementia. Lynn explained that all the information in the waiting room is information that needs to be displayed. CQC and CCG actually remarked on how good our notice boards are. Lynn has explained that we do not have enough boards for the amount of information and we will be buying a new board for more focused projects such as Young Mums which will be publishing on a Wednesday alongside baby clinic.

Lynn asked for suggestions for areas of priority for the practice to look at over the next 12 months.

Michael has suggested that the practice needs a 3 year plan before we can choose annual priorities. Lynn explained that in the surgery we do have a 12 months plan. Dr Joll explained that Dr Hutchinson does put in place aims and objectives for each year. Michael suggested we start with a 3 year plan and then look at areas to pick out to work on for the coming year on and take baby steps until you have reached where you want to be. Michael suggested that he would be able to come in and help to build a plan.

Michael G – Asked when the exterior of the building is due for redecoration as it is looking pretty shabby and discoloured. Lynn has explained that she will inform the landlord and ask when the building is due for getting painting.

Martin suggested that we should put the NHS 111 flowchart on the website as the pilot scheme he has been doing for other practices has shown to make a difference. Lynn asked Martin to email over the flowchart for us to look at and consider adding to the website. Lynn explained there are different links on the website to external websites choices and patient.co.uk.

Gerry informed us that there is a new ambulance depo n Hebburn Business Park. Gerry also concerned with amount of information on the practice noticeboards particularly for patients with Dementia. Lynn explained there is certain information we have to have on display however happy to review the boards and work with Gerry to improve.

**Actions**

Completed

In progress

Outstanding

**Actions**

|  |  |  |
| --- | --- | --- |
| **Action** | **Responsible** | **completed** |
| DNA numbers displayed as time/percentage | CF/LM | In progress |
| Young person’s school visit | KA/EA | Awaiting date from Dr Parks |
| 3 year plan | LC/Partners | In progress |
| Building exterior  | Landlord/LC | Informed  |
| Review notice boards | LC/PPG GF) |  |
| 111 flowchart | CF/Martin |  |
| DNA removals | CF |  |

**Next meeting – Date and time to be confirmed.**