**The Glen Medical Group**

**Minutes of Patient Reference Group**

**Held on Tuesday 3rd February 2015**

**Present:** Dr Kerstin Akporehwe Partner

Mrs Lynn Crutwell Practice Manager

Ms Jeanette Mullen Asst Manager

Mr Michael Harte PRG member

Mrs Celia Harrison PRG member

Mr Martin Simpson PRG member

Mrs Vicky Sutherland PRG member

Mr John Sutherland PRG member

Mrs Theresa Robertson PRG member

**Apologies for absence**: PRG members Mrs Jackie Richardson, Mrs Denise Hetherington & Mr Mark Kavanagh

**Review of previous minutes of 23.09.14**

**Walk in Centre** – Lynn advised members that Palmers Walk in Centre would close at the end of March and would be relocated at South Tyneside District Hospital as of the 1st April.

Mrs Roberston asked if this was something that GP’s in the area had wanted. Dr Kerstin advised that the issue had been discussed at a recent GP education event in which GP’s from Hebburn, Jarrow and South Shields attended, local GPs were against the idea, however it was understandable that South Shields patients would benefit from the relocation.

**New PRG members** – the 2 new members recruited from St Joseph’s school are unfortunately not in attendance at tonight’s meeting. The Practice agreed to send them an email to confirm if they wished to attend future meetings.

**Flu Campaign** – Lynn advised members that the majority of ‘at risk’ patients had now been vaccinated but the Practice was still encouraging those outstanding to attend for vaccination.

**Shingles Campaign** – Lynn advised that the campaign is continuing and most patients who are in the target groups, 70, 78 & 79 year olds had attended for vaccination. The campaign is ongoing and patients will continue to be invited when they fall into one of the age ranges.

**Unplanned admissions** - The Practice continues with the national screening programme aimed at reviewing those patients identified as ‘high risk’. The aim of the scheme being to avoid possible re admission to hospital.

**Better Outcomes Scheme (BOS)** – The Practice is continuing with the new local scheme which is aimed at monitoring specific target areas such as End of Life Care, Cancer referrals, Cardiovascular Disease and newly diagnosed patients with Chronic Obstructive Pulmonary Disease.

**Health Action Station** – The Charity run group run their voluntary training scheme once a month in the main reception areal Its aim is to introduce patients to the internet and online access to enable them to book appointments and order prescriptions online.

**PRG Priorities** – I Pads for use on home visits. Lynn advised she had received mixed reports from other practices and was therefore going to arrange for EMIS to come in and demonstrate how it would work.

**Practice Finance Reports** – Mr Harte asked that the previous minutes be amended to state that it was himself who had stated it was not appropriate for Practice Finance information to be shared with PRG members.

**Health & Poverty CAB report** – Mr Harte asked if anyone at the Practice had read the report he had left at the last meeting. Lynn replied that she had not had a chance to do so but would endeavour to do so.

**Practice Staff**

Lynn updated members that Registrar Dr Nicola Beckett had left today and her replacement Registrar Dr Philip Pettit was due to start the following day and he would be with the Practice until the beginning of August.

Dr Paul Evans who had been covering Dr Joll’s maternity leave had now left and Dr Stephan Lorenz had taken his place.

Lynn was also pleased to announce that the Practice had been able to offer a permanent post to apprentice receptionist Lauren Elliott and this was the 3rd apprentice the Practice had employed. A new apprentice Receptionist Emma Anderson had started in December.

**Practice Priorities**

**Patient Champions –** Lynn informed members that a number of Patient Champions had attended the Saturday morning flu clinics which enabled them to survey a large number of patients as to what type of activities they would like to see developed. Patient Champion and PRG member Mrs Harrison advised that the weigh in sessions were proving to be successful, they had 10 members attend the last session. They had been given funding to provide a package of ingredients to make a healthy option soup along with a recipe which had proved very successful with members. Patient Champion, Kelly Scott was now ready to start sessions for childrens fitness classes. The ‘Time to Talk’ sessions were a little slow and it was thought they may try to target a specific patient demographic such as diabetics.

**Friends and Family Survey** – The survey which was aimed at asking patients how they rated the Practice had started and would be ongoing indefinitely. The completed survey will be collated monthly and reported on. These results would be advertised on the Practice Website and on posters in reception.

**On-line access** – Lynn advised that the GP’s were currently having discussions as to which information should be available for patients to view via on-line access. The general feeling was that it would include, medication, immunisations and patient main problems.

Mr Simpson asked the question if a patient were to view this information on a shared computer and they did not log off could someone else potentially view their information. Lynn advised that she would need to check this out.

**Practice Developments**

Lynn informed members that the Practice had just recently been informed it had been successful in its bid to run the Park Surgery which had been put out to tender several months ago. This would be effective as of Monday 2nd March.

The Park Surgery would relocate to The Glen side of the building and be run side by side as the Glen currently has the capacity to absorb both clinical and admin staff. There will still be 2 separate patient lists, The Glen and The Park and new patients would have the option to register with either one.

Mrs Sutherland asked if the The Glen GP’s would see The Park patients and vice versa and if The Park GP’s would be coming over. Lynn advised that all staff would be transferred over under Tupe. Dr Rose had already secured another position elsewhere but the remaining 2 GP’s would Tupe over.

Mrs Sutherland also asked why this had come about. Dr Kerstin advised that the Practice was not Partner led but run by the Foundation Trust who had inherited it from the PCT when they ended. Unfortunately the Practice had become unviable and hence it was put out to tender.

Several members were concerned as to the impact on appointment waiting times. Lynn advised that there would be extra staff to facilitate this and therefore there should not be any change to services offered.

**Any other business**

Mr Harte advised that he works alongside Newcastle CCG and receives feedback on events and activities in that area and that patients are invited to attend local meetings. He noted that he was not aware of the same thing happening in South Tyneside and asked how information was disseminated to patients. Lynn advised that she was unsure of how this worked in South Tyneside but would make enquires and possibly invite a member of the local CCG to attend a future PRG meeting.

Mr Harte asked if the Practice provides help for patients who are signposted to Mental Health Services and there were long waiting time but they needed to be seen sooner. Dr Kerstin advised that there is a service called ‘Talking Therapies’ who can help signpost patients to relevant services such as counselling, ‘Whist’ and ‘Mind’. Patients can also self refer to Mental Health Services.

Mr Harte suggested the possibility of Patient Champions targeting such patient groups with the view to possibly setting up a social group.

New PRG member Mrs Harrison who is also a Patient Champion expressed the concerns of other Champions who felt that The Glen GP’s were possibly not aware of who they were as there had not been very little GP attendance at Champions meetings. Lynn advised that the GP’s certainly were aware and were kept updated on their progress at Practice Meetings. She took on board her comments and would endeavour to try and get more GP input at future meetings.

**The HUB** – Lynn gave an outline of the new ‘HUB’ based at Palmer Hospital. The District Nurses, Community Matrons, Social Worker and Occupational Health staff were now working alongside each other, the aim being that they would offer a more streamlined service to patients. Mr Harte advised that there were a number of charities who possibly could offer their services to them. Lynn advised that it was intended that additional services would come on board over a period of time.

Mrs Sutherland asked if the Practice had a protocol for giving patients flu injections and whether the injection site should be swabbed prior to injection. Dr Kerstin advised that there was no need to do so in this instance as the needle was sterile.