**THE GLEN MEDICAL GROUP & PARK SURGERY**

**MINUTES OF PATIENT REFERENCE GROUP MEETING**

**HELD ON Monday 25th February 2019**

**Present:** Dr Kerstin Akporehwe GP Partner

Mrs Lynn Crutwell Practice Manager

Miss Chantelle Farrington Administration

Mr Michael Gough PRG Member

Mr Gerald Fionda PRG Member

Mr Martin Simpson PRG Member

Mrs Cecilia Harrison PRG Member

Mr John Sutherland PRG Member

Mrs Vicky Sutherland PRG Member

Apologises for absence: Mrs Denise Hetherington

**Introductions**

Lynn thanked everyone for attending the meeting. Lynn introduced Dr Akporehwe as the Partner attending this meeting.

Minutes of last meeting (July 19) sent out to PRG members.

**Review of Previous Minutes**

Mr Simpson advised colour signage for the doctor’s names on the door for elderly and dementia patients, this has been put in place and every clinician has a different colour name tag on their door.

The call in screen information is being updated regularly.

Lynn has tried to chase Blissability but at the moment the post has not been filled. We will chase this up again.

New Members which will try again post April for the start of the new quarter.

**Staff Update**

Dr McGonigle will be returning at the end of March.

Sarah, Kathryn, Julie, Ruth and Jade our receptionist has sadly left us and we have one new apprentice receptionist Mariah and three new receptionists Aimy, Emma and Karen who have recently joined the reception team.

Gerry asked why we so high of staff turnover. Lynn explained that this is not unusual in the last 4 year. Receptionists in the past have found it very hard to work with the two systems and may not be up to the practices standards. Lynn explained that some of the members of staff did not make it through the 6 month probation. Gerry also asked if we have a Wellbeing Staff Member, Lynn explained that first point of call would be she then if staff felt like they could not talk to her Dr Kerstin is staff lead and that would be in the next person in the hierarchy. Lynn also mentioned we have an outside member that people can also go and speak to if they struggle to speak to someone at the practice. Dr Kerstin also explained that we have forums every month where the whole team attends to discuss any issues they are having within the practice.

**List Numbers**

Glen Numbers: 9732 registered patients

Park Numbers: 766 registered patients

**Merger - Update**

The Park Surgery is closing down on the 31st March 2019. Patient that were registered with the Park Surgery have to the 31st March to find a new GP practice this can be The Glen or somewhere else close to their home address. Patients who are left on the 31st March will be allocated a new GP surgery within the area; this will be sent out to patients in a letter. All priority lists (Palliative, Cancer, Safeguarding, Chronic Disease Problems) given by NHS England have been dealt with and either moved to The Glen or a different practice.

**NHS Health Checks**

Patients are eligible for a NHS Health check if there are 40-75 with no other chronic disease. At the last meeting a PRG member were unsure what these were and who are eligible, Lynn explained that Jan(Healthcare Assistant) promotes these regular and sends letter to patients inviting them in.

Latest Data

Glen in Quarter 1 – 61

Glen in Quarter 2 – 63

Park in Quarter 1 – 22

Park in Quarter 2 - 19

**Patient Leaflet for Chronic Diseases**

Lynn explained that we are still review the leaflet and that we have not done anything with it so far due to the closure of the Park Surgery. Lynn also explained that there were a few problems with the leaflet because we do not offer an appointment before to explain results. Cecilia then mentioned that she has brought another sample copy with her with changes that she has made to this to suit the practice. The leaflet is now for when patient have an appointment with the nurse, the nurse can go through the results and write them down for the patients to take this away with them with information on the back what the results can mean. Dr Kerstin agreed this was a good idea and that we will look into this further and get this on the system after April.

**Technology Funding Update**

South Tyneside has won a bid for funding to get new technology.

The technology that we will be receiving is;

* Online Consultations
* MJOG (New texting message service)
* ECG and Spirometry Machine
* Video Consultations
* My COPD App
* TeamNet (Intranet)
* 2 x Laptops
* New Check in Screen

Advice and Guidance service for GP. This a service that the GP are able to ring a direct line for consultants advises.

**Childhood Workshops**

Parent/Carer with under 5 children have been invited to attend Childhood Workshops to improve knowledge of minor illnesses/medication and CPR/Choking. We are carrying 4 workshops out. We have already done 2 the first one with Dr Joll to discuss Child Health, the second one was with the our local CPR trainer for CPR/Choking Training and we have further two on;

* Tuesday 12th March with the pharmacist
* Wednesday 27th March with our Nurse Practitioner Pat Johnson to discuss Minor Illnesses.

**Hebburn Helps**

We have attached ourselves to Hebburn Helps. We recently done a big Christmas Collection and made hamper and gave them just before the Christmas period. We are planning to an Easter Hamper and making Easter Hampers. Hebburn Helps is a local community food bank and crisis response team. They are a voluntary community organisation that was set up by Jo Durkin and Angie Comerford in 2015.

**CCG Speaker**

Lynn emailed merger about Sunderland and South Shields. Jo Ferry (Manager CCG) forwarded our email to Liz Davies head of communication for South Tyneside/Sunderland Health Care Group (Merger Group) still awaiting email back.

**Any other business**

**Ceiling Fans**

Lynn explained that she has put a bid in for ceiling fans to NHS England for the heat in the rooms. Lynn is now awaiting a reply to see if we have won the bid.

**Priorities**

We agreed the following-

* To implement a chronic Disease leaflet for improved patient involvement after April.

**Actions**

Completed

In progress

Outstanding

**Actions**

|  |  |  |
| --- | --- | --- |
| **Action** | **Responsible** | **completed** |
| PRG changes/new members | LC/PPG members | In progress |

**Next meeting – Date and time TBA**

**PRG to meet 2 weeks before to agree agenda items and forward to Lynn**