**Central Surgery**

**Patient Reference Group Flagg Court**

**Tuesday 23rd May 2017**

**Present:**

Alison Campbell (Managing Partner)

Susan Holden (Assistant Practice Manager)

Chris Blower

Linda Burrough

Christine Bonner

Apologies (Noreen Fraser)

Before the Meeting commenced Alison apologised to the group about the non attendance of herself and Susan the previous week at the scheduled meeting, this was due to the cyber attack and the severity of this to the practice, she was working with relevant agencies and having to sign work off every hour for the practice, she also explained that we were unable to get any patient information to ring the group and cancel the meeting. Following this it was decided to keep a list of contacts and details in a paper copy should we suffer anything similar again.

Minutes from previous meeting Agreed ( with the mention of patients initials on the minutes was not appropriate, Susan explained that she did this for confidentiality as the minutes go onto the website, the group have agreed they have no problem with full names going on website.)

1. **CCG PRG Update**- Linda Burrough. Linda mentioned that a patient had turned up at the CCG PRG reference group and he was not expected, Alison explained Helen did know but she was not present at that meeting. The Lung Cancer pilot had not had a very positive response from surgeries running the pilot, with a lot of patients turning down the 3 dimensional x-ray. Linda also mentioned the signposting workshops for reception staff which helped put patients in with the correct clinician, Central have had all their staff attend this workshop. It was also mentioned about 3 practices who have started triaging all their calls and it is cutting down in required appointments. Linda also went through the results of a survey carried out showing how patients could have been seen by a different health professional to themselves and what times patients prefer the surgeries to be open with very little demand for nights or weekends. A Survey is in the process of being designed to ask patients their views regarding the South of Tyne/Sunderland hospital services merger. The survey has not been signed off yet. It was also mentioned about the amount of unused Hospital equipment that is not returned and never collected and Practice Managers are going to be contacted regarding this, at present we have not heard anything. Linda mentioned the CQC had raised safeguarding issues with South Tyneside Hospital accident and emergency with domestic Violence are not letting the correct agencies know where children are involved.
2. **Merger Update –** Alison explained that all 3 clinical systems are now completely merged and everything went very well other than a few IT issues, it was mentioned that patients from the Flagg court site had been unable to get back onto Emis Access, this unfortunately was one thing EMIS could not move across with the merge and therefore all patients are having to re-register for a new code. Alison has made the decision for patients to have to book in at the surgery not at the main desk where propco staff work all though this does mean having to go through to reception then back to waiting room it is to ensure that other staff not employed by the practice cannot access out clinical system. Chris mentioned this is not ideal for less able bodied patients and on discussion it was mentioned that the next stage is Alison applying for an improvement grant which she would hope to use what was Dr Chander’s side maybe for a waiting area out of rooms not used, and she has invited the group to be involved with how plans may look. Alison has also mentioned how patients may be seen at any of the sites what ever is best for the patient. Linda asked if you could see Dr Chander at Boldon, which you can. The phones which had been a problem have been moved to another platform and that should remove all problems.
3. **Future of PRG Meetings –** Alison asked about future of PRG Meetings Chris and Noreen would prefer to stay at Flagg court for at least a year. Linda feels a year is to long it was decided to keep the meetings at Flagg until Christmas and bi-monthly and then to join as one group and have a meeting at each site to allow fairness.
4. **AOB –** Chris mentioned that patients are not sure where they are picking prescriptions up from patients not given clear guidance and going between both sites, Susan will look into this.

**Next Meeting July 11th 1.00pm Flagg Court**