

South Tyneside Clinical Commissioning Group - update

Initially the South Tyneside Commissioning Group had consisted of 3 GP's and 3 Practice Managers, however this had now changed to 5 GP's and 1 Practice Manager with Ros undertaking this role.

GP representatives included Dr Jon Tose, Urgent Care and Planned Care Lead, Professor Colin Bradshaw, Medicines Management Lead, Dr Anji Curry and Dr Matthew Walmsley with the 5th vacancy currently being advertised. The Group would eventually expand to include a Consultant from secondary care and a nurse representative. The possibility of commissioning involvement with Gateshead and Sunderland areas was also under discussion.

Changes in Practice

Dr Burns has now retired and his replacement is Dr Heather Joll. There are now 3 Partners in the Practice, Dr Kerstin Akporehwe, Dr Rajith Ramachandran and Dr Simon Hutchinson, with Dr Helen Elwell & Dr Joll as Salaried GP's. There have also been some changes in reception staff.

Telephone Answering

Ros gave an overview of why the Practice had decided to introduce changes to the telephone answering service. General feedback from Forum members was that they found the new automated service easy to use.

Results of Survey

A recent survey carried out over a 3 week period included responses from 193 patients. This showed that patients felt surgery opening hours were satisfactory, telephone access as being good to very good, appointment satisfaction as good, availability of appointment within 48 hours as good. Overall 91% of patients voted the service provided by the practice as good, very good or excellent.

The Practice has decided to carry out a further survey at a later date to compare results and would include the question of whether patients were able to see the GP of their choice.

Appointments System

Ros advised that following a review of the Practice Appointment System some changes were to be made from the 9th January. A third of the total number of appointments would be released on the day with the other two thirds as pre-bookable appointments. It was hoped this would help to meet the demand of same day appointment requests.

The uptake of 'On Line' appointment booking had dropped and it was agreed that reception staff should actively promote this more.

Any Other Business

A&E Survey - The PCT recently carried out a survey looking at attendances in A&E. The survey looked at the number of attendances by patients from each practice across South

Tyneside over a one week period and the suitability of the visit. They PCT were looking at alternative ways of dealing with people inappropriately attending A&E.

Flu vaccinations – this years flu campaign is well underway with record numbers of patients attending the 2 Saturday morning open clinics and all elderly housebound and nursing home patients had been vaccinated early on in the campaign by practice nursing staff.

District Nurse Clinics – Ros advised that from April 2012 the District Nursing Service would be operating local community clinics.