

**Patient Participation Group [PPG] Meeting Minutes
Wednesday 17th May 2017, 4.45pm – 5.45pm**

Attendees:

Darren Berry [DB] Practice Manager
R Wilson [Chair]
W Bagnall
C Knox

Dr Alan McCubbin [AMc] GP Partner
N Peacock
V Todd

Apologies

Received from G Catnach and D Hall-Baty

Review of minutes from 13th December 2016

These were agreed by the attendees.

Matters arising

Section 106 Funding Update

DB advised that the reception refurbishment utilising the Section 106 funding had been successfully completed, there was minimal impact upon the delivery of services to patients during the refurbishment. Patients seeing the refurbishment for the first time are impressed with the end results.

Proposal to close the Dinnington site at Dinnington Health Centre

DB advised that the Dinnington branch was permanently closed on Friday 26th May 2017, and all dispensing of medication ended on 31st March 2017. GP Appointments that were offered at Dinnington are now provided at the Wideopen site.

Agenda Points

Practice Facilities Update - DB

Patient Calling System

DB advised that a new integrated patient call system / patient health information TV had been installed in the reception area. The practice was waiting for the final commissioning to be completed and for staff to undergo training in its use, but would be going live in the near future

Public WIFI

Public WIFI was in the process of being installed in the practice. Final commissioning was due to be completed and for staff to undergo training in its use, but would be going live in the near future. Instructions on usage for patients and how to access would be provided in due course.

Double Monitors in Consulting Rooms

DB advised that funding for double monitors had been provided in GP consulting rooms, which would allow for GPs to operate more efficiently when reviewing investigations / correspondence from Hospitals etc.

North Tyneside Clinical Commissioning Group Update - AMC

AMC provided an update on the following areas

- Ongoing financial deficit which North Tyneside CCG is encountering, the situation has improved but the deficit although smaller still requires savings to reduce it.
- Extended access to GP appointments at GP Hubs across North Tyneside is likely to be offered from October 2017 onwards, to allow routine and urgent GP appointments to be booked via the practice. This will likely be in the early evening and some times over the weekend.
- A new Model of Care is being developed, which will provide additional focus on frail and vulnerable patients who require additional support in addition to the care provided by their GP practice. This will be trialled in North Shields and Whitley Bay initially before being rolled out across North Tyneside.
- NHS North Tyneside CCG is sharing Senior Management with NHS Newcastle Gateshead CCG.
- The new MSK / Physio service has been successfully rolled out, and patients from other local practices can now be seen at Woodlands Park HC for their routine physio needs with a physio usually at the practice on Monday, Tuesday and Wednesdays.
- Increase in electronic discharge letters from local hospitals, meaning the practice has access to them quicker than by post, and can be integrated into the clinical records of patients.

TyneHealth [North Tyneside's GP Federation Update - AMC

AMC provided an update on the following areas

TyneHealth is looking to offer certain services closer to home / in the community, currently the following pathways are being investigated and rolled out following a pilot in one of the four localities in North Tyneside.

- Inter-practice community DVT pathway
- Inter-practice referral for implant due to menorrhagia
- Primary Care Navigators

Practice Management Recruitment Update - DB

DB advised that he would be leaving the practice in early July 17, and that recruitment of his successor was well underway. The partners were currently shortlisting potential candidates and would be interviewing in due course

Date of next meeting

November / December 2017, date to be confirmed