

PATIENT PARTICIPATION GROUP MEETING MINUTES

Tuesday 30th September 2014, 4.45pm – 5.45pm

Attendees

Darren Berry	[DB] Practice Manager	Dr A McCubbin	Partner
R Wilson	Chair	C. Knox	Secretary
W Bagnall		V Todd	
G Catnatch			

Welcome and Introductions

Minutes from 13th March 2014

- Discussed and agreed

Section 106 Funding

DB advised that discussions were still ongoing with NHS North Tyneside CCG and North Tyneside Council regarding how the potential funds are to be spent. In addition to the request from Woodlands Park Health Centre, there are also requests for:

- Contribution to the costs of defibrillators in local schools
- Contribution to the development of a fitness suite at Seaton Burn College
- IT equipment for the other local GP Practice.

DB, R Wilson and C Knox had a meeting with Cllr Muriel Green in August to highlight the areas where the funds would potentially be spent at Woodlands Park, namely:

- Improvements to the entrance doors
- Improvement to the Reception Area
- Reconfiguration of clinical rooms, to allow improved access for all users, i.e. wheelchair users, and parents with pushchairs, and provide additional space for the clinicians.

DB advised that NHS North Tyneside CCG and North Tyneside Council require more comprehensive plans and estimates for the above changes. DB is in the process of engaging an architect / construction company to obtain estimates for submission.

Update from Dr McCubbin

- Admission Avoidance Scheme - 2% of the practices' patients, who are most at risk of admission to hospital, have had contact from the Practice to develop a personalised care plan.
- The practice is seeing an increase in hospital referrals, but A&E attendances are low.
- Prescribing concordance with the North of Tyne formulary is good
- Locality Meetings will take place with those practices in the North West of North Tyneside, to look at how practices could reduce inappropriate referrals to secondary

care, or review existing care pathways. Additionally, in time, this could lead to collaborative working between local practices.

MyNHS

DB provided an update on MyNHS, which is an online system which allows NHS England / Commissioning bodies to consult with patients on a variety of subjects, i.e. Views on reconfiguration of local services, etc.

Sign up is available via the NHS North Tyneside CCG website; www.northtynesideccg.nhs.uk

Friends and Family Test

DB advised that from 1st December 2014, there will be a mandatory requirement for all GP practices to obtain feedback from their patients on a regular basis, to see how the practice is operating from a patient's perspective.

Patients will be asked the following question:

“We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

The results will be coordinated and a monthly submission will be made to NHS England, who will look to report the findings via the practice site on the NHS.UK website.

The PPG will also have the opportunity to ask additional questions if it wished on local issues, i.e. would you prefer a drop in flu clinic or dedicated appointments, and we can obtain feedback and review.

AOB: Clock in Reception

C Knox asked whether a Clock could be installed in Reception, agreed.

ACTION: DB to source

AOB - Cramlington Hospital

DB advised that opportunities were being provided to GPs in the area to have a site visit to the new hospital.

ACTION: DB to enquire if representatives of the PPG could attend.

AOB - Pharmacy – Dinnington

- DB advised that an application had been received for a new community pharmacy in Dinnington, and this was being assessed by NHS England.

Date of next meeting – To take place in early 2015