

Patient Participation Group [PPG] Meeting Minutes Thursday 17th December 2015, 4.45pm – 5.45pm

Attendees:

Darren Berry [DB] Practice Manager
R Wilson [Chair]
G Catnach
N Peacock

Dr Lisa Sayles [LS] GP Partner
S Tailford
C Knox

Review of minutes from 28th July 2015

These were agreed by the attendees.

Matters arising

Community Defibrillator

Mrs Knox advised that it had been difficult to obtain agreement for local funding to support the concept of a community defibrillator as there was a perception that this should be funded by the NHS. DB advised that the intention was to allow improved access to a defibrillator outside of the practice's opening hours, should the need arise. Agreed not to progress this further.

Welcome and Introduction

Welcome to Mrs Tailford who attended the PPG meeting for the first time.

Dr Sayles – Introduction

Dr Sayles joined Woodlands Park Health Centre as a GP Partner on 1st September 2015, and works at the practice on Tuesday mornings, Thursday morning and afternoon and Friday's morning and afternoon.

Dr Sayles has an interest in Diabetes and works at Newcastle Diabetic Centre for 1 session a week.

CQC Inspection Update

DB provided an update on the announced CQC inspection which took place at Woodlands Park Health Centre on Thursday 3rd December 2015. DB advised that the end of day feedback was positive about the practice with some areas to work upon. A draft report would be issued to the practice in January 16 for the practice to review and feedback any factual inaccuracies. A final report would then be issued and displayed on the CQC website and linked to the practice website.

Section 106 Funding

DB advised that hopefully there is only one final form to be submitted to North Tyneside Council to allow the funding to be agreed and released to the practice. DB confirmed that NHS North Tyneside CCG had asked for all three ward councillors to agree to the proposed plans and this was in hand.

Due to the reduction in available funding for Woodlands Park Health Centre as Wideopen Medical Centre had been awarded a share of the available funds, the hoped for extended refurbishment would need to be scaled back.

Telephony Update

DB advised that a new telephone system had been selected and was due to be installed at the practice in early 2016. This would provide additional lines into the practice and allow greater call queuing, rather than patients receiving an engaged tone. This should hopefully alleviate some of the frustration felt by patients.

North Tyneside CCG Update

DB provided an update; the CCG has initiated a referral management scheme to ensure that all referrals to hospital are appropriate and in line with national guidelines. This is linked to certain specialties at the moment, however this is due to be extended. These referrals are reviewed by an external company to ensure that the guidelines / the correct course of action has taken place prior to the referral being made.

North Tyneside CCG continues to experience a financial deficit, i.e. more is being spent that has been budgeted for North Tyneside and the CCG executive team are continuing to review / introduce schemes to limit this overspend.

Primary Care Strategy Patient Engagement

DB advised that North Tyneside CCG were currently engaging with patients about their perceptions of primary care, i.e. GP practices to obtain a view from all stakeholders. This survey is available online via:

Views on GP Practices

<http://northtynesideccg.nhs.uk/get-involved/your-views/we-want-your-views-on-your-gp-practice/>

Additionally North Tyneside CCG is consulting about how urgent care should be provided in the area. Please see link below

Urgent Care Consultation

<http://northtynesideccg.nhs.uk/get-involved/your-views/urgentcare/>

AOB

Mrs Knox suggested a photo display to be held in Reception which had a photo of staff and name so that patients are aware of who each staff member is. DB advised he would discuss this with the partners.

Date of next meeting

April / May 2016, date to be confirmed.