

BETTS AVENUE MEDICAL CENTRE

PATIENT PARTICIPATION GROUP



MINUTES OF MEETING TUES 14TH APRIL 2015

Staff

Margaret O'Neill - Assistant Practice Manager

Julie Wade – Practice Manager

Lisa Wilkinson – Administration Lead

Patients

Allan Bukner

Apologies

Angela Wall

Elizabeth Black

Richard Black

Guy Reid

Minutes of the Previous Meeting 27th January 2015

JW updated the group on actions from the previous meeting:-

Text Message Appointments

GP Practices have been given an extension for this service until Sept 15 and currently contingency plans being looked at from Sept 15 onwards for this service. The practice feels this is a very useful resource and a good reminder tool for patients and therefore does not want to lose the facility.

DNAs (Did Not Attend)

This will be a continuing issue and the practice policy will be continued to be updated and enforced.

Will update with Angela and JW will seek feedback from Nicola at the next meeting regarding Podiatry DNA as currently if patient DNA's 1 appointment they have to be re-referred into the service.

Action: Angela Wall/Julie Wade

Ways to Wellness

This is a social prescribing scheme that was went live in April 2015. The referral forms have been received and it is hoped that this will streamline the social prescribing referral system for patients as Ways to Wellness will contact the patient once the referral form received and discuss the best options for the patient with them.

Priorities for the Group

After discussion it was agreed on the below key priorities for the group:-

1. DNA/Text Messages. Patients and practice trying to reduce the amount of DNAs in the practice and to educate patients to cancel appointments if they can't attend to free this up for someone else.
2. Tablets/Medication Reviews/Notices Boards. Quite a few queries regarding understanding what tablets are for which problem and when medication reviews are done. Could also be useful to have a notice board to update patients.
3. Guest Speakers. Patients feel it would be very useful to have guest speakers at the meetings.

Diabetes

Angela informed the group that there is an Epidemic of Diabetes, the Health Checks identified several patients with diabetes and more patients are being discharged from hospital back into Primary Care for practices to review. The practice identified approximately 90 type II diabetics over the past year.

Funding in Practice

Julie explained to the group that the practice is has a General Medical Service contract with the NHS to offer patients NHS services. The practice receive funding for this, however majority of practices operate as small businesses and have to be responsible for all overheads etc. Funding has been cut into practices over the past few years but expected to take on more work.

ECG – Any Qualified Provider

Practices across Newcastle offer patients who require an ECG to have this undertaken within the practice. The Clinical Commissioning Group (CCG) has put this service out to AQP in which the practices would need to become an AQP provider. The practice does wish to continue to offer

this service in practice. Julie will keep the group updated. The closing date for AQP expressions of interest is noon 23rd February 2015.

GP in A&E

There is currently a pilot in the RVI to have a GP in A&E when the practices are closed. This commenced in January and so far it is proving a useful resource to assist the A&E staff and deal with patients who inappropriately attend A&E and also offer them education about when to attend A&E. Julie will keep the group updated of the pilot.

Electronic Prescription Service (EPS)

The idea of this is to also allow patients to select the chemist suitable for them. It allows chemists to electronically interact with each other to ensure the patient receives their prescription. If you are on holiday in the UK and your medication is due, you can contact your usual chemist as request that your electronic prescription be send to a chemist near you who is signed up to the EPS scheme (they will display the EPS symbol and majority of chemists offer this service). This saves you having to order medication in advice for your holiday.

SIRMS (Safeguarding Incident & Risk Management System)

The practice has a robust system in place for reporting any incidents/events within the practice and uses them as a learning tool. However incidents that happen outside the practice ie, Pharmacy, Out of Hours, Hospital can be reported on the SIRMS website.

Unfortunately at the present time, incidents reported regarding pharmacy related incidents are not addressed like the other incidents in Out of Hours or Hospital. Julie raised this with the SIRMS team and expressed concerns regarding this. It is hoped in the near further there will be resources available to link in with the pharmacy to address these issues. The practice will continue to use this system to report any issues required.

Clinical Commissioning Group (CCG) Patient Forum

Practices patients in Newcastle West meet with the CCG every 3 months for a CCG Practice Form. Julie asked patients if they would consider attending these meetings. The dates will be circulated by Lisa:-

Thursday 7th May 2pm – 4.15pm

Thursday 3rd September 2pm – 4.15pm

Thursday 5th November 2pm – 4.15pm

Venue for these meetings to be confirmed.

Deciding Together

Julie explained the Deciding Together – Developing a New Vision for Mental Health Services for Newcastle and Gateshead.

Useful Telephone Numbers

Mr Bulmer asked if homes that offer Respite Care can be added to the list, Lisa will look into and finalise with Mr Bulmer so they can be published on the practice website and included in further newsletters as well as available in the surgery.

Action: Lisa Wilkinson/Mr A Bulmer

Care Quality Commission Report (CQC)

The practice was inspected by CQC on 2nd December 2014. The practice was given an overall rating of GOOD in every category:-

To read the review or full report visit:

www.cqc.uk/provider/1-199690404

Benwell Premises

Work continues to look at options for the surgery. It has been announced that NHS England is offering practices to submit a bid for funding made available to assist practice with renovations/new builds. The practice will be submitting a bid for this improvement grant keeping all options open for either renovation or a new build as the practice has architect drawings available. The bid has to be submitted by 16th February and it is unknown as yet when practices will be informed if they have been successful.

Friends and Family Test

As from 1st December 2014, practices have to offer patients the 'Friends and Family Test'. It is a small questionnaire to canvas whether you would recommend your GP practice to your friends and family. Each month the practice has to complete a report on the results. These will be available on the practice website as well as on the waiting room notice boards.

<http://www.bettsavenue.nhs.uk/?s=friends+and+family>

GUEST ATTENDANCE

It is hoped that Aine from Synexus will attend the next meeting and update the patients on how the practice is involved in Clinical Research.

Date of Next Meeting

Date to be confirmed in September 2015.