

BETTS AVENUE MEDICAL CENTRE

PATIENT PARTICIPATION GROUP



MINUTES OF MEETING TUES 27TH JANUARY 2015

Staff

Margaret O'Neill - Assistant Practice Manager

Julie Wade – Practice Manager

Angela Wall – Lead Nurse

Lisa Wilkinson – Administration Lead

Nicola Gannon – Newcastle West Clinical Commissioning Group (CCG)

Patients

Elizabeth Black

Richard Black

Guy Reid

Lilian Santarelli

Apologies

Dr M Bone

Allan Bulmer

Dorothy Christie

Robin McWilliams

JW welcomed all to the meeting and thanked them for attending.

Minutes of the Previous Meeting Oct 14

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

Text Message Appointments

This service could cease in 2015, GP Practices have been given an extension for this service until Sept 15 but all other providers will either cease to use it or pay for an alternative system as of 1st April 2015. This is currently with the CCG Informatics Team to look for a resolution. The practice will keep patients informed. 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. There are still quite a number of DNAs each month. The practice is looking to ring patients the same day that they do not attend their appointment.

Podiatry – Mrs Santarelli highlighted that after only 1 DNA you are discharged from the service. Mrs Santarelli contacted Podiatry as she was unable to attend an appointment she was given only to find that she had been discharged from the service for not attending and it took approx. 10weeks to be given an appointment.

Angela did highlight that patients then have to be re-referred which is a lot of paperwork.

Nicola Gannon will raise with the CCG Representative to feed this information back to Podiatry.

Retinal Screening – Mrs Black had some positive feedback on Retinal Screening, she was offered appointments for Feet and Eyes 4 hours apart but on contacting the service was given an appointment for both together. However, the diabetic review letter needs to be updated as still informs patients that their review for Retinal Screening and Podiatry are different providers. Angela will feedback to the diabetic service.

Action: Angela Wall

Ways to Wellness

This is a social prescribing scheme that was due to commence in January but unfortunately has been delayed. It is hoped that this will be available by Summer 2015. It aims to pool all the social activities within the area to help patients where maybe medication is not needed. At the present time, the practice does have a referral system in place but with there being so much social activities on offer; it is difficult to ensure that the patients are signposted to the relevant area. Ways to wellness will assist the practices with this and refer the patients to the best suited activity.

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.

Priorities for the group have not changed. Julie will try to invite different speakers to the group. If patients have any suggestions for speakers please let the practice know.

GUEST ATTENDANCE

This meeting, Nicola Gannon from the CCG was in attendance. Nicola is getting a feel for how practices operate so the CCG has a better understanding of the practices needs/requirements.

Nicola will be the lead for a small cluster of practices within the CCG to be able to offer them support and advice.

MATTERS ARISING

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. Booklets were provided to the patients and Julie asked that patients read the booklet and complete the online survey visit: www.newcastlegatesheadccgalliance.nhs.uk

There is also a market stall at the Assembly Rooms, Newcastle, NE1 5XU on Thursday 29th January from 4pm-7pm.

Useful Telephone Numbers

Although Mr Bulmer was unable to attend this meeting, he put forward a suggestion of Useful Telephone Numbers to be displayed in the surgery. All patients agreed a good idea. Lisa will collate the telephone numbers for the next meeting to finalise and then can also be published on the practice website and included in further newsletters as well as available in the surgery.

Action: Lisa Wilkinson

Care Quality Commission Report (CQC)

The practice was inspected by CQC on 2nd December 2014. It was a very thorough inspection in which all groups of staff were questioned by the CQC, Administration staff, Nurses, GPs, Assistant Practice Manager and Practice Manager. Both premises were inspected on the same day by two separate CQC Inspectors. Patients were also talked to in each waiting room throughout the day and 2 members of the PPG Group also agreed to speak to the CQC inspectors. Thank you to:-

Mrs E Black (representing Benwell site)

Mr Allan Bulmer (representing Kenton site)

The practice was given an overall rating of GOOD in every category:-

- Safe
- Effective
- Caring
- Responsive
- Well-Led

Including care for:-

- Older People
- People with long term conditions
- Families, children and young people
- Working age people (inc recently retired and students)

- People whose circumstances may make them vulnerable
- People experiencing poor mental health (inc people with dementia)

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>

Date of Next Meeting

Tuesday 14th April 15, 12noon Kenton Site.