

Patient Participation Group (PPG)

Our Patient Participation Group works to improve communication between the practice and its patients, to ensure the services we offer meet the needs of all our patients.

We are always looking for enthusiastic people to join the group, share ideas on how services could be changed or improved and be involved in making those changes for the good of the patients and the practice.

If you are interested in getting involved or would just like to find out more, please contact our Practice Manager.

The minutes of our previous two PPG meetings are attached below.

ST GEORGE & RIVERSIDE MEDICAL PRACTICES

**MINUTES OF PATIENT FORUM GROUP
HELD 29 NOVEMBER 2017 AT FLAGG COURT HEALTH CENTRE**

Present: Joanne Harper, Administrator
DS
KT
RG
JT
NB

Apologies: PS

Minutes of Previous Meeting

These were deemed as an accurate record.

Matters Arising

STEPS (South Tyneside Enhanced Primary Care Service)

The STEPS scheme was introduced at the end of September by the Commissioning Group for practices within South Tyneside to offer extended hours access to patients which means staff can book appointments for our patients at other surgeries within South Tyneside.

Patient Satisfaction & Appropriateness of Appointment Survey

This will be done around the beginning of December with patients in the waiting rooms. The Practice asked the Group if they would be willing to help with the survey in giving the questionnaire out and speaking to patients. DS said he would like to see the survey first but feels he already gives enough of his personal time on a Tuesday afternoon to the Champions Weigh-in Clinic. KT also felt the same, however they both stated that they would be available in the next weigh-in session if Leah or Nicola could see them personally to discuss this further with them.

Carers List

Joanne mentioned that we need to increase the Carers list as there will be a lot of our patients who are carers who we don't know about who are entitled to have the flu vaccine. Joanne mentioned that she has suggested that this is included in the forthcoming Patient Survey. The current Carers list has been validated and has reduced however we are aware that there will be Carers in the community not identified that we can support.

New GP – Dr Slevin

Dr Slevin will be starting with us for 3 days per week from January, with the possibility of doing 2 full days at Riverside.

Dr Young now does a Wednesday afternoon at Riverside.

Christmas Opening Times

We are closed Christmas Day, Boxing Day and New Year's Day.

Pharmacists

Warren now works 3 days per week, doing a Wednesday morning at Riverside from December and Bev works each Tuesday, with a Thursday afternoon at Riverside.

NB made reference to a comment made to him by a GP he had seen when the GP was running late which led to a question of whether the Pharmacists could do repeat prescriptions for patients as opposed to the GP's. Joanne stated the Pharmacists can do repeat prescriptions as well as deal with medication queries, auctioning letters etc but when patients request their repeat meds either in person, by the chemist or on the phone the request is sent to the GP to check and authorise. Both NB and KT questioned why this is as the general idea is to reduce the GP's workload. Joanne explained that ultimately it is upto the GP's to authorise patients medication but currently all requests are sent to the GP's.

Any Other Business

ID Badges

DS mentioned the Group still have not got their ID badges despite photos being taken months ago and it being mentioned to Nicola on numerous occasions. Joanne to discuss with Nicola.

Weigh-in Sessions

KT and DS asked if the staff at both sites could do their best to promote this service. Joanne mentioned that the Dietitians at South Tyneside Hospital are no longer funded to see patients for weight loss and patients are told to self refer to the Change4Life service, but we can also mention about the inhouse weigh-in clinic. Joanne to discuss with Pauline.

Clock in Waiting Room at St George

KT asked if the battery could be changed as the clock is incorrect. Joanne to action.

Walking Group

KT asked if there was any progress with this. Joanne explained this has been put on hold until the Spring.

No Appointments Available

A number of the Group mentioned about the lack of appointments and whenever they call the surgery or go on line there is no appointments available. Joanne explained that this is an ongoing problem with no easy solution and every surgery in South Tyneside has the same problems of demand far outstripping supply, although there are always appointments to book everyday from 8am (from 7am on line with EMIS access). The Group felt the surgery are struggling to manage the appointment system. NB mentioned that he knows a number of patients who have mentioned to him about the lack of appointments. STEPS appointments will increase the availability of appointments available to our patients.

DS asked about the % of appointments which are available to book online. Joanne to check with Nicola.

Seeing a GP for a Review Appointment

KT mentioned that it may be an idea to provide the GP's with slips of paper they could write on "needs to see GP in 2 weeks", as she feels that if a patient comes out of the GP's room and says to the Receptionist "the GP has asked me to see him in 2 weeks" that they are not necessarily believed and are questioned whether another clinician would be more appropriate. Joanne to discuss further with Nicola.

Friends and Family Survey

NB asked how we are doing on this. Joanne said she would find out the information from Nicola as she was unsure. Neil also asked if Nicola could be present at the meetings to answer questions.

Money Raised for Charity

Joanne mentioned we have currently raised £247.78 so far for charity and we're having a Christmas Jumper Day on Thursday 14 December with all monies raised going to "Save the Children".

Mad March Hare - 3 March 2018

A number of staff are doing the above (a 10K obstacle course) and wonder if the Group would be willing to nominate a charity of the Group's choosing to donate sponsor money to.

Posters

NB asked why there are no posters at Riverside for the Champions weigh-in. KT said she's aware of certain stipulations regarding putting posters up at Flagg Court main Reception but they should be displayed inside Riverside practice. KT said she would arrange for more posters so they can be displayed at Riverside.

Agenda for Meetings

DS asked if the Agenda could be sent out to the members 1 week prior to the meeting. Joanne asked if any members have anything to add to the agenda could she be informed 2 weeks prior to the meeting.

Date and Time of Next Meeting

Wednesday 28 February 2018 at 12.30pm in Meeting Room 1, Ground Floor, Flagg Court Medical Centre, Dale Street, South Shields.

Joanne wished all members on behalf of the Practice a very Merry Christmas and a Prosperous and Healthy New Year.

ST GEORGE & RIVERSIDE MEDICAL PRACTICES

**MINUTES OF PATIENT FORUM GROUP
HELD 6 SEPTEMBER 2017 AT FLAGG COURT HEALTH CENTRE**

Present: Joanne Harper, Administrator
PS
DS
NB

Apologies: JT

Minutes of Previous Meeting

These were deemed as an accurate record.

Matters Arising

Dr Prabhu and Dr Narayan

Dr Prabhu will be leaving us at the end of September to relocate to the South to pursue his specialist interest in Dermatology as there are no opportunities in the North East to do this. We are sorry that he is leaving, however we wish him well.

Dr Narayan will be joining us at the beginning of October as a permanent member of staff 2 days per week. Dr Narayan has been working with us as a Locum GP covering Dr Elliott's annual leave.

Amanda Rees - ANP

Amanda has also joined our Practice, working 2 days 1 week, then 1 day the following week.

GP Patient Survey

This is a National survey, providing practice-level data regarding patient's experiences of their GP practice.

The survey measures patient's experiences across a range of topics including making appointments, waiting times, perceptions of care at appointments, practice opening hours and out of hours services. The data is provided once a year rather than in real time and was done in July.

In South Tyneside 7,894 questionnaires were sent to patients from all surgeries within the South Tyneside area by NHS England. A total of 2,963 were returned completed which represents a response rate of 38%.

Attached are some of the questions and how we did.

Taking into account the areas where we did not meet the national average, we are about to undertake some work around demand management and overall patient experience. This work will be hands on and we will be actively seeking views from patients. We hope to have this work completed by the end of March and will feedback the results via the Patient Form Group and in the waiting area of both sites.

Those present felt that some of questions were very ambiguous and could be read and interpreted in a few different ways which may have impacted on our scores.

McMillan Coffee Morning – 29 September

This will be held between 9am – 12 Noon at St George's to raise money for McMillan Cancer Support. Joanne mentioned that any help from the Patient Form Group, either in the way of helping on the day or providing baked goods to sell would be greatly appreciated.

Any Other Business

Walking Group

DS asked if there was any progress regarding this. Joanne to check with Leah.

Leah confirmed that given we are fast approaching Autumn and Winter, it may be more appropriate to consider this maybe approaching Spring time next year.

Leah also mentioned that we could hold a monthly coffee morning instead for those who would be interested.

Christmas Lunch for Socially Isolated Patients

DS asked if there was any progress regarding this. Joanne to check with Leah.

Leah confirmed that she will discuss further with Nicola with the aim to involve Blissability who do something very similar and who work with the socially isolated.

Any Other Business

Name Badges for Patient Champions

DS asked as to the progress of these as these have been outstanding for some months now. Joanne to chase up with Nicola.

Patient Access Appointments for Dr Elliott.

DS mentioned that he has noticed that Dr Elliott seems to have had no appointments on Patient Access for a number of months. Joanne to check with Leah.

Leah confirmed that appointments for Dr Elliott are put on Patient Access when the clinics are put on the system, however they do get booked up almost immediately.

Advertising Patient Champions and Weigh-in Sessions at Riverside

NB mentioned that although he was aware that these sessions are now held at St George's due to more room space, he has noticed that they don't seem to be advertised at Riverside. DS to mention to the other Patient Champions with the aim to put up posters/information at Riverside.

Date and Time of Next Meeting

Wednesday 29 November 2017 at 12.30pm in Meeting Room 1, Ground Floor, Flagg Court Medical Centre, Dale Street, South Shields.