

Northgate Surgery Patient Participation Meeting
Minutes of Practice Meeting: Tuesday 12th March 2019

Present: A Kemshell, A Sugarman, C Smith, J Clayburn, L Froude, A Jarratt, C Eades,

Apologies: G Ivey, C Pearce, S Eccles, J McNichol

	<p><u>Introductions</u></p> <p>AK and AS welcomed the group and thanked everyone for attending the meeting.</p> <p><u>Previous Minutes</u></p> <p>The minutes from the previous PPG meeting were agreed as a true record.</p> <p><u>Practice Update</u></p> <p>No news regarding the building works because the lease needs to be agreed first. The District Valuer has been out to mediate between the practice and the landlord, as elements of the build and agreement needs to be reached as to who is going to pay for it.</p> <p><u>Staff Update</u></p> <p>AS updated the PPG on Staffing. She Informed them that SC is leaving to be a Practice Manager at another surgery. Also Dr Davenport is retiring and will be leaving at the end of March It was announced that from the 1st April Dr Kemshell would be a Partner at Northgate Surgery. We have also welcomed Abbie to the Reception and Admin Team.</p> <p><u>Practice Pharmacists</u></p> <p>A recent survey was undertaken by Health Watch regarding the Pharmacists in practice. 80% of patients were happy to see a Pharmacist instead of a GP and glad if it saved time for the GP. 95% of them were very satisfied with the quality of their consultation and felt that they had the time to listen. Comments made were that patients are sometimes not clear that they are seeing a pharmacist, not a GP and those patients needed more reassurance that the pharmacist could refer patients to a Doctor if needed. The pharmacists have been made aware of the comments so that they can offer reassurance to the patients. The group discussed the role of the</p>	
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pharmacist and that they can help GP's with medication queries, do medication reviews with patients and that they are best placed to make sure that Patients' medication is being used effectively as they are able to spot contradictions before they happen.

Primary Care Home

Primary Care Home is the new scheme introduced by NHS England. It encourages GP's to work at the optimum scale which is around 30-50,000. In order to achieve this Northgate has teamed with Friarwood, Ashgrove and Stuart Road Surgery. In these Primary Care Homes it is decided which three areas that the PCH wish to prioritise, depending on what are the biggest needs of the population. We have chosen Cancer, Obesity and Mental Health. It means that, for example, we can potentially employ a mental health nurse to work across the sites to help our patients and to cut down on the waiting list for our patients who may be accessing the same services through the normal routes.

Patient Group Ongoing Projects

The discussion was held as to how the patient group could help the surgery encourage people to use the check in screen, which is available for appointments. If successful this would reduce the queues of people at reception and reduce the waiting time for patients who do need to speak to the reception team. Two PGG members agreed to come in on certain dates and times when the practice has high traffic and to try and encourage people that are in the queue to use the check in screen.

Business Plan

The Business plan is a document that outlines the plan of the surgery for the next few years. PPG members have been asked to have a look through and see if there are any comments that they would like to add. It outlines staff changes, funding that Northgate is entitled to and what is going to be needed in the upcoming years for the practice to continue offering quality care to our patients.

Cake Sale and Raffle

It was announced that the total amount raised for the Prince of Wales Hospice from the Christmas cake sale was £420. The PPG were informed that a telephone call of thanks from the Prince of Wales had been received to the Practice

Online Services

AS spoke about how CP came in on the 30th December and stayed a full day to offer his help to patients that may be struggling to access the online systems that are provided. CP saw at least five patients and was able to offer help and an explanation to most queries that patients had. AS stated that eventually 25% of appointments would have to be open to online booking so reception are continuing to sign people up if they are not already.

John Nye

The PPG spoke about the outcomes of the referrals that we do to John Nye (expert patient). John always sends the Practice an email back when he has seen the patient and advises if any further action is needed.

Patient Questionnaire

This was discussed by the PPG and it was found that less people completed the questionnaire than last year. It was asked if it could be cut down to less pages but this may be the outcome of the results. It was agreed that PPG member, CP would be asked if we would like to present the findings of the questionnaire at the next meeting.

Next Meeting Agenda

1. CP to Present Findings of questionnaire to Group
2. Any updates on the building
3. Update from PPG members who attended to help cut reception queues.
4. Set the date for the Bake Sale, AF handlebar and Patient Questionnaire

The PPG attendees set the agenda for the next meeting which was confirmed for Tuesday 4th June 2019.