

Northumberland Park Patient Participation Group

Minutes of Meeting 23 March 2015

Present: David Hall (Chair); Alice Hellawell (Secretary); Alison Small (Practice Representative), Jacqui Bradley (Practice Manager) Margaret Newland and Pat Leighton.

1. Notes of previous meeting on 23 February 2015

The notes, which focussed on a proposed PPG event in the Spring of 2015 were discussed and agreed.

2. Matters Arising

Are addressed below under Items Discussed

Items Discussed

3. Feedback from North Tyneside CCG Patient Forum sub-groups

David gave feedback from the following 3 meetings:-

End of Life Working Group meeting held on 3 March.

Members have commented on the DNAR proposed explanatory letter and the matter is now with DR McLean

Dr Hall gave an explanation of the North Tyneside Care of the Dying document and a copy will be circulated to members.

Dr Hall explained that all but 2 GP practices have been aligned with one or very occasionally 2 GP practices,

Eileen Mullen (Macmillan Social Work Service) talked about the introduction of the service and the evaluation currently ongoing.

An End of Life Conference is to be arranged.

Older People Working Group

An App is to be rolled out in GP practices as a way of gathering patient experiences

for the Friends and Family Test. This would be an alternative to paper copies.

There are likely to be 2 pilot sites to support the New Models of Care for patients needing a complex package of care.

Self-care Sub-Group

A back-pain workshop is to take place in North Shields Library towards the end of April facilitated by NT Physiotherapists.

Tom Dunkerton and Nel Frankland gave an overview of new developments involving Pharmacists working closer with GP practices.

Jacqui indicated that many patient services are provided in the Shiremoor Resource Centre.

Action- Jacqui to provide a list of patient services at the next PPG.

4.Patient Participation Group

David gave feedback from his attendance at the Practice Meeting on 19 March.

The Practice is supportive of what PPG is aiming to achieve. The need to increase patient participation and strengthen membership was recognised. The Practice will use patients' mobile numbers to promote PPG. The 2 Practice Health Visitors will also promote PPG.

Action -Jacqui will provide details of progress at the next PPG meeting.

5.Patient Open Day

The meeting agreed to postpone planning of the day until after Promotional activity to increase PPG membership.

6.Patient Survey

Members commented on what are overall very good results. Timeous appointments and seeing the GP of choice remain issues that concern patients.

It was suggested that the Practice consider promoting the Appointments System and how that works, making clearer that patients are able to have a telephone consultation with a GP and perhaps highlighting more the number of non-attended appointments may help.

Action- Jacqui to report back plans to next PPG meeting.

7. Any Other Business

There was none.

8. Date of next meeting

20 April 2015 at 16.00

Alice Hellowell

Secretary