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Practice Manager: Julie Wade

PATIENT PARTICIPATION GROUP (PPG)
TUESDAY 9TH MAY 2023
NORTHUMBERLAND PARK MEDICAL GROUP

Attendance:

| Name | Job Title |
|---------------------|----------------------------|
| Julie Wade | Practice Manager |
| Josie Ledger | Assistant Practice Manager |
| Linda Robinson | Patient |
| Susan Thompson | Patient |
| Victoria Shouksmith | Patient |

Apologies

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| Michele Spencer | Chief Officer (CHCF) |
| Leigh Davidson | Patient |

| No | Description | Comment | Action |
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| 1 | Welcome | Julie welcomed all to the Third PPG meeting since the COVID pandemic. All in attendance introduced themselves. Welcome to new member Victoria | N/A |
| 2 | Minutes of previous meeting | Agreed A newsletter was discussed at our December meeting as a good method of communicating upcoming events and changes to patients, this could then be emailed to patients or patients text a link to view the newsletter, copies could be left in waiting rooms and a version uploaded to the practice website. VS agreed she would be happy to assist in creating the newsletter. Ideas/Topics to be included: <ul style="list-style-type: none"> 'A day in the life of' different aspects from clinical and non-clinical team Learning from covid, information on how systems worked before covid to now Staffing updates Seasonal updates (flu vacs / hayfever etc) Clinic updates (Smear clinics/ ear syringe etc) When to use LIVI / eConsult Pharmacy minor illness service | VS / JW |

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| | | <p>Julie advised at our December meeting she would like to produce a 'New patient guide' on the staff and services available at the practice, this would be handed out to new patients when registering and copies available for existing patients on the practice website and at the surgery. This is current in development and will be included on our updated practice website with the option for paper copies to be obtained from the practice/emailed to current patients and a guide given out with all new patient registration forms.</p> <p>Julie advised she has been updating our practice website and asked if the PPG would be willing to review and feedback</p> <p>Online access and NHS app being pushed by government, by October 2023, all practices must allow online access to medical records for prospective access only (records from the date of switch on going forward) discussion around pro's and con's of this.</p> <p>Josie and Julie advised on a new system we have been looking into called eConsult smart inbox, where eConsult's can be separated and flagged as clinical or non-clinical, we are hoping this will help us manage our eConsult's in house better, our practice has the most visits to the eConsult website from patients and in March 23, we had the second largest amount of eConsult's submitted through to our practice.</p> | <p>JW/ Practice Team</p> <p>JW / PPG group</p> <p>JW / Practice team</p> <p>JW/JL/Pra ctice team</p> |
| 3 | New cloud based telephone system | <p>In January 2022, we had our telephone system updated to cloud-based telephony, our new system includes much more functionality than our old system including:</p> <ul style="list-style-type: none"> • Call queuing • Call recording • Integration with our clinical system (quicker retrieval of records) • No problem obtaining an outbound line to call out. | N/A |
| 4 | Carers friendly practice award scheme | <p>Julie advised we are currently trying to obtain the Bronze award for our practice.</p> <p>The Carers friendly practice award scheme was developed by North Tyneside Carers' centre and Healthwatch North Tyneside in direct response to comments from Carers that GP practices were a priority to improve identification of carers. One of our receptionists (Kelly) is a trained 'Carers Champion' and with support from Josie, they are</p> | JL / KO / Practice Team |

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| | | <p>currently working towards obtaining the bronze award.</p> <p>Josie will be attending a session at our Integrated Care Board on 22nd May, where she will be able to get support towards the award from the Carers centre and GP lead from North Tyneside and also network with other practices' staff on best practice and how they are identifying carers.</p> <p>Evidence towards our submission is currently being collated and we will be submitted to the panel for review by 30th June 2023.</p> | |
| 5 | Extended Access | <p>Julie gave an update on Extended access provision available to our practice, our staff are able to book appointments at the Oxford Centre for Advanced nurse practitioners, Nurses, Healthcare assistants, ear syringing, bloods, Smears, First contact Physiotherapists, Paediatric nurses, paramedics. On Monday mornings and Wednesday's we have Sandra Laidler working in our practice, Sandra is able to see:</p> <ul style="list-style-type: none"> • Headache • Ear pain • Sore throat • Cough • Fever • Abdominal Pain • Urine infection symptoms • Swellings • Rashes • Minor injuries • Skin infections • Cellulitis • Infected wounds • Eye infections (though think pharmacy first) <p>We also have Laura (First Contact physiotherapist) working at the practice on Wednesday afternoons, Laura is able to see:</p> <ul style="list-style-type: none"> • Back pain • Neck pain • Joint, Bone or Muscle pain <p>Our reception team are able to book directly with Laura.</p> | |
| 6 | Appointment System | <p>Julie gave an update, due to changes in the GP contract, from 15th May, we will no longer be able to advise patients to call back for an appointment, we will need to assess and signpost patients symptoms.</p> <p>Due to this, we have had a minor change to the way we book our appointments.</p> <p>As most patients will be aware, we have a triage clinician everyday who assesses all our patients requiring an appointment. Our triage clinician now sits in our admin office and as calls come through,</p> | |

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| | | <p>our reception team will ask some brief details about patients symptoms and relay this information back to our triage clinician, the clinician will then advise on an appointment, signpost or call the patient back for further information.</p> <p>We are lucky, with the change to the GP contract, we already have a great system in place as we already used triage, so the changes we have had to make are minor and are working well.</p> | |
| 7 | AOB | <p>What services are where? It was asked by the group that services in the area, are plotted on a map to educate patients on what to go where for, this is a great idea to educate patients. Dr Townend (our salaried GP) also works in the Urgent treatment centre, and will be able to support us on creating this to enable us to correctly direct patients to the appropriate services.</p> <p>Facebook posts Due to change in staffing, (our digital lead administrator Amy has now left the practice to go and work in a school) between Julie and Josie we are updating and sharing Facebook posts as often as possible, we try to share posts which are relevant, based on Healthwatch North Tyneside yearly calendar, we are also enquiring with our website provider if we are able to schedule posts to our website page too.</p> | <p>JL / JW / LT</p> <p>JW / JL</p> |
| 8 | Next meeting date: | Date to be confirmed | |