

# Patient Participation Group

## Notes from the Meeting Held 14<sup>th</sup> November 2017

Present: IJ, DH, DH(2), SG, MI, MB

Mr Simon Guy (Business Manager)

Apologies: AW, NP, PE

1. The notes from the previous meeting were agreed.

2. Matters arising:

### *Whistle-blowing guidance*

The nominated person to act as the Primary Care contact for whistleblowing has still not yet been decided. The deadline is September and we have just been notified that there are several options open to us but that no decision has yet been taken. In essence all Practices will be using the same nominated individual so we can't just make our own decision on who that it is and we therefore have to wait until a decision is taken. At that point we will amend our whistleblowing policy and inform all staff.

### *Travel vaccine shortages*

In addition to the ongoing national problems with some travel vaccines, such as Hepatitis B (and now Hepatitis A+B), we now also cannot obtain Pneumococcal vaccine which is usually routinely offered to everyone over 65. The latest information we have is that these shortages will continue for months to come, quite possibly well into 2018.

### *Friends and Family Test*

The new Friends and Family Test touchscreen device has now been deployed in the waiting room and offers a more graphically rich experience for patients as well as differentiating responses from children or young people and adults.

3. News

### *Flu Vaccination*

We received our flu vaccine in September and over the last two months have vaccinated 2,500 patients. We held a Saturday morning flu clinic in late September and brought in additional Health Care Assistant time to run clinics alongside our Practice Nurses and our own Health Care Assistant. The GPs have also been offering vaccines opportunistically. Community pharmacies have more than doubled the vaccines given

compared to last year. We have already exceeded our end of season targets set by NHS England but we will continue to offer vaccination to eligible patients.

We have found that increasing numbers of patients are responding better to text reminders or phone calls than to posted letters and we are adjusting our approach accordingly to maximise uptake. The experience in Australia this year suggests that flu will be more of an issue this year than last year. Typically rates of illness rise in early January. As in the previous few years we are part of the national flu surveillance programme and swab patients with flu-like illness. This helps to determine the effectiveness of the flu vaccine rates of actual flu including the strains that are circulating.

This year we are vaccinating healthy 2 and 3 year olds rather than 2,3 and 4 year olds. The older children will now be vaccinated as part of the schools programme. Children under 18 generally receive the inhaled nasal vaccine.

### *Training*

Dr Anne Chalmers is currently undertaking a course to become a GP trainer, meaning that she will be able to have her own GP Registrar. Dr McClintock is also continuing to be a Trainer.

Our Practice Nurse, Alison McClintock, is undertaking the nurse prescribing course and will in due course be able to prescribe independently.

In addition to 3<sup>rd</sup> year and 5<sup>th</sup> year medical students we will now be hosting placements for 1<sup>st</sup> and 4<sup>th</sup> year medical students.

The nursing degree course from Northumbria University has been altered such that the students will now have placements in General Practice. We have 2 first-year students with us for four days and another 2 students will join us later in November.

## 4. Extended Hours Hub

Following on from discussions at the last meeting the new local extended hours hub has opened in Corbridge. The hub is offering weekday GP booked appointments 6pm-8pm and 9am-5pm on a Saturday. The intention is to develop the service over time to include Health Care Assistant and Practice Nurse appointments. The hub opened on 2<sup>nd</sup> October and over the first month around 150 patients from 7 Practices were seen. The hub itself is based in dedicated rooms in the lower part of Corbridge Medical Centre – so separate from the main Practice upstairs. Patients can only book appointments through

their own GP and the hub GP will be able to view the patients medical record and then create a consultation entry that will be sent back to their GP Practice to be filed into their notes.

As the 12 local Practices involved use different clinical systems and appointment systems we are using additional software to ensure enable us to have one shared appointment book for the hub and to provide a means of sending consultation data back to the patient's registered Practice. We have had teething problems but it's early days.

GPs working at the hub do so separately from any work they do currently for a local Practice – so the hub appointments are all additional to the current offering from Practices.

At the moment no advertising has taken place but that is something that we're looking to do. The PPG discussed a proposed Hexham Courant advert and talked in general terms about the key messages that needed to be conveyed.

#### 5. Mental Health display

The Practice would like to promote the recently refreshed mental health booklets produced by the local NHS trust which are available for a wide range of conditions such as depression, panic and self harm. The booklets are available to staff and patients free of charge by downloading them through a website which we agreed to advertise. It is also possible to purchase the booklets and it was agreed that around £100 in funds from the sale of books could be used to purchase printed copies. The Practice would put on a temporary health promotion display in the waiting room using these booklets and monitor which ones are picked up. We can then review our leaflet racks to see how we can routinely offer appropriate booklets to patients on an ongoing basis.

#### 6. Newsletter

We are due to email a newsletter, the draft of which will be coming out in the next few days for an early December publication. As ever, ideas welcome. The main topic is likely to be Christmas opening, winter illness and other ideas that the PPG or staff might have.

#### 7. Any other business

Some of the notices on the waiting room TV display are too small to read and require review.

Next meeting February 2018