

Patient Participation Group

Notes from the Meeting Held 21st June 2017

Present: AW, NP, PE, MB

Mr Simon Guy (Business Manager), Dr Noreen Powell

Apologies: IJ, PS, DH, DH, SG, MI

1. The notes from the previous meeting were agreed.

2. Matters arising

a. Urgent care advice card

Changes discussed at the last meeting were incorporated into the final design and the cards have been professionally printed and are in use.

b. Whistle-blowing guidance

Changes to NHS whistleblowing guidance have been introduced to include the requirement for their to be a nominated person external to the organisation that a member of staff can contact. As yet this nominated individual has not been determined for Primary Care in Northumberland.

3. News

a. Travel vaccine shortages

There are national shortages of a growing number of vaccines. Travel vaccines are in particular short supply eg Hepatitis B. The childhood immunisation programmes are not affected by these shortages.

b. Friends and Family Test – mark 2

The electronic friends and family machine in the waiting room has proved popular. At present it is fairly basic so the plan is to create a new version that will be more appealing to a wider demographic.

c. Cyber attack

The much-reported “cyber attack” on the NHS in May did cause disruption for all Practices in Northumberland. Although none were directly affected by the virus our connection to the NHS network was suspended as a precaution. That meant we had no access to our clinical

system which naturally wasn't ideal. Since the hospital systems were affected we were not able to request routine laboratory tests for several days and that actually led to more cancellations than anything else. Overall the contingency measures we have worked well though without doubt we were helped by the fact that the outage largely occurred over a weekend.

4. Extended Hours

NHS England have mandated that all patients will be able to see a GP 8am-8pm every day. Our CCG has asked our federation "Hadrian Primary Care Alliance" to set up an extended hours hub in Tynedale. The hub would take bookings via Practices for all patients registered in local Practices. Appointments would not necessarily be with a GP from their registered Practice. There are numerous issues to sort out such as the appointment booking system and the sharing of clinical data. Across Tynedale there are two clinical systems and three appointments systems in use. The intention is to get the hub up and running by 1st October.

5. Newsletter

We are due to email a newsletter, the draft of which will be coming out in the next few days. As ever, ideas welcome. The main topic is likely to be travel health.

6. Any other business

We discussed the services available to diabetic patients including pre-diabetes screening. We use the NHS Health check aimed at all patients 40-74 to screen for diabetes, there is also a risk scoring website available that can be used by patients, though of course only a blood test can be used to determine whether blood sugar levels are in the normal, pre-diabetes or diabetes range. Once diagnosed patients are offered podiatry, retinal screening and reviews by our trained Practice Nurses. We usually offer annual and interim reviews but some patients require more frequent reviews. The majority of our diabetic patients are managed in-house with some (mainly type 1 children) seen in hospital clinics.

Next meeting September 2017