

# Patient Participation Group

## Notes from the Meeting Held 28<sup>th</sup> November 2016

Present: IJ, PS, DH, DH2, SG, AW, SB, MB

Mr Simon Guy (Business Manager), Dr David Shovlin

Apologies: PE, NP

1. The notes from the previous meeting were agreed.
2. Matters Arising:  
Car Park – it is likely that any decision about changes to the hospital car park will be taken only after the opening of the new bus station opposite the hospital grounds. That will have a number of short-stay spaces as well as bringing public transport closer to the hospital.  
  
The new electronic device in the waiting room for gathering Friends and Family feedback has been successful in gathering around 50 responses for each of the first two months of use.  
  
Book sales to date are £374.36 (around 3 years after we started) and expenditure has been £374.21. Most the money has been used to refresh the children's play area but we've also purchased the table that is used in the waiting room for health promotion displays.
4. News Updates  
The flu vaccination programme has been running for two months now and has been very successful this year. As well as texts messages, Courant advertising and individual letters of invitation, the reception team have been telephoning eligible patients inviting them for vaccination. The result is that we have already vaccinated over 75% of patients aged 65+ and the uptake in children aged 2,3, or 4 has been over 65% which is a huge improvement on last year. Shingles uptake is around 68% which again is excellent and exceeds the national averages. It does seem that telephoning patients makes a big difference, compared even to personal letters of invitation.
5. Accountable Care Organisation (ACO)  
Dr Shovlin led a discussion on the proposed ACO for Northumberland which is a new model of delivering healthcare through one organisation (in this case Northumbria Health Care NHS trust). The ACO would be given a pooled budget for the county and would work with other providers eg mental health and ambulance services, to provide the necessary services. This would mark a move away from the national tariff-based approach which generates income for hospitals under the Payment by Results (PbR) scheme for work undertaken (eg hip operations). The initial contract would be for a period of 10

years with break-clauses in place but the length of contract would afford a degree of certainty and enable long-term planning to take place.

6. Hexham Urgent Care Centre

This week the urgent care centres at Hexham, North Tyneside and Wansbeck would close overnight from midnight to 8am for a trial period of 3 months. The intention is to free up staff to work at the Cramlington Emergency Hospital which is expected to get busier during the winter period. At present the number of patients using Hexham during the night is around 2-3 and any of those patients who were quite poorly would have been transferred to Cramlington anyway. Any permanent change to the opening arrangements would likely be subject to a public consultation.

With consideration to the negative publicity that changes to the opening hours have had, we discussed the role of the PPG and the Practice in supporting Northumbria. The role of the PPG is to advise the Practice on the services it provides to our registered patients. Neither the PPG nor the Practice is in a position comment on the work of another healthcare provider or decisions they have taken. In addition the hospital trust has a professional communications team who regularly deal with the media.

7. Newsletter

The draft newsletter was circulated and additional items for inclusion were suggested. The electronic draft would be circulated on email by the end of the week.

8. Any Other Business

We discussed the various local charitable groups such as the Family Support Group offered by Tynedale Hospice at Home and the befriending service offered by the Alzheimer's Society. It was agreed that we could help publicise the availability of such services and we already have a section in our leaflet racks for such groups. The TV screen in the waiting room is also used to display information on a variety of groups. The real problem is knowing which groups exist and to have up to date contact details. This used to be something that the Hexham Community Partnership tried to keep abreast of but can no longer do.

Date of next meeting – February/March 2017