

Patient Participation Group

Notes from the Meeting Held 30th June 2015

Present: PS, PE, IJ, SG

Mr Simon Guy (Business Manager), Alison McClintock (Practice Nurse)

Apologies: NP, DH and DH2

1. Welcome and introductions.
IJ was welcomed to the group as a new member.
2. The notes from the previous meeting were agreed.
3. Matters Arising:
 - Friends and Family Test
Completion of the paper-based and online versions of the F&F test are sluggish. Alternative means are clearly going to be needed from proactively handing them to patients through to sending text or email questionnaires. We discussed GPs/Nurses handing the forms to patients at the end of consultations but this can lead to a discussion about the nature of the form which takes time and over the course of a day that can add up. Receptionists handing out the forms is an option though not for patients using the self-checkin system.
 - Car Parking
The existing arrangements with the car park were due to expire at the end of March but are still in force (i.e. no "parking eye", £2 all day pay and display and a free hot drink). It is anticipated that arrangements will change again at some point but the Practice does not yet know when or to what.
 - Health Care Assistant
Our Health Care Assistant Sandra Bell has gone on to complete her back to nursing qualification and now has a hospital job. We have recruited Lorraine Dodd who will undertake a similar role once trained up.
 - Bereavement Leaflet
The patient group had expressed an interest in a card of condolence being sent to bereaved families, Simon had located an excellent but lengthy book on the county council website that had a wealth of information in it. The booklet had been produced by the local coroners' office and would be available for them to give patients. Unfortunately they were unable to supply the Practice with copies. The GPs are sensitive to the needs of

bereaved families but feel that sending a card to each and every family would not be appropriate in all cases as we have a fair number of people who have family living outside of the area for example who would not be patients of ours. The GPs will continue to assess each case and will usually make contact by phone to offer support in a personalised way. We do have the option of a dedicated “support” area on the Practice website where we could direct patients and that could include a section on bereavement with a link to the larger county document.

4. Patient Participation Report 2014/15
This was received with no amendments.
5. Northumbria Specialist Emergency Care Hospital
Discussion took place around the newly opened hospital. So far only minor teething problems had been reported. Patients had the right to request ambulances go to the nearest A&E if that was equally appropriate for their care – ie the RVI. Outside of the Tyne Valley the majority of Northumberland patients would go to the new hospital as a matter of routine as it would be closer. Issues with transport, care etc could be raised with the Practice and put through an electronic system that would ensure they were dealt systematically reviewed alongside issues raised by other Practices. The Hexham General laboratory has now all but closed and our blood tests are now all performed at North Tyneside. For our Practice this means a longer wait for the results as they are transported several times a day by van. Until now we have used a pneumatic tube system to send them direct to the lab as often as required. However it is acknowledged that aside from ourselves and the Sele Practice the system of transporting samples by van is well established.
6. Newsletter
The draft newsletter was agreed with some amendments.
7. Patient Reviews
The Practice would like to introduce a “Birthday Recall” system for those patients who already have an annual review of their medical condition. This would aid patients and staff in identifying when a recall is due and hopefully patients will also become more proactive in booking their reviews at the right time. For people with multiple conditions we would extend their appointment times so that for example a patient might have a single Practice Nurse review for 40 minutes around their birthday rather than two separate appointments three months apart. Patients will benefit from attending the Practice less often and the Practice should save nursing time. To save postage costs we are also looking to use email or text messaging more extensively for those patients who would prefer it. Interestingly the NHS have decided to stop the central funding of the NHS Mail

text system which has been free for Practices to use for many years, so from October we will need to enter into a contract with a commercial provider for our existing text reminders. One advantage will be that we could then receive as well as send texts – which is something the NHS never implemented on the free system.

8. Hexham Spring Fair

The Practice attended the Hexham Spring Fair/Eating Festival in May and had an all-day stall offering a range of health promotion leaflets but with a focus on smoking with lung-age testing available. This was well received though the weather in the morning did mean fewer people attending than in the afternoon.

The Practice would now like to consider ideas for future events.

9. Book sales

To date we have raised around £150 in book sales in the waiting area with £130 remaining. Ideas gratefully received.

10. Any Other Business

The content on the NHS Health Check display on the TV screen required a small change regarding the names of staff.

The colour schemes used on some of the TV screen images was reported as being potentially difficult for sight-impaired patients. This would be reviewed.

Date of next meeting – September 2015