

Patient Participation Group

Notes from the Meeting Held 8th February 2016

Present: AK, PS, MB, DH, DH2, IJ, NP, SG

Mr Simon Guy (Business Manager), Dr Anne Chalmers

Apologies: CT, ZT, PE

1. Welcome and introductions.
2. The notes from the previous meeting were agreed.
3. Matters Arising:
The remaining balance of income from book sales in the waiting room is currently £172. Ideas for expenditure are welcome.

The Courant had published a news item on our CQC Outstanding rating but hadn't used the content of the Practice press-release which included quotes from the PPG. However the Practice has a running information slide-show on the TV screen and photo-frame on the front desk. The required CQC posters are on display in the waiting room, though they are not especially informative.

4. Away Day Feedback
The Practice Away Day in December was well attended by both staff and PPG members. The Practice is grateful for their support and invaluable contributions on the day. A write-up from the event was circulated at the meeting and actions are already underway in a number of areas.
5. Newsletter
A draft newsletter was circulated for consideration and suggestions would be incorporated into the final version to be emailed shortly. The feedback from the online survey undertaken as part of the inaugural e-newsletter was overwhelmingly positive. Around 500 patients received the first e-newsletter with the subscription list based on the presence of both an email address and a confirmation that the patient was willing to receive communication by email. The Practice however had a further 600 email addresses recorded in patient records where no explicit consent was available. The PPG discussed whether in fact the e-newsletter constituted "marketing" or whether it was a direct communication to our clients of a different form. It was agreed that the benefit of those additional 600 patients receiving the e-newsletter outweighed the possibility that someone might prefer not to receive it. Each e-newsletter will also have an easy to use unsubscribe link. The Practice would therefore add the 600 onto the subscribed list for the next and subsequent newsletter.
6. Sharing Patient Data

Northumbria Healthcare NHS Trust have funded deployment of a tool to enable their clinical staff to see parts of the GP record in real-time. This has also been made available to Northern Doctors Urgent Care. The view they receive will essentially consist of medication, problem headings and allergies. Test results are already available as they are produced by the Northumbria laboratory. Free-text and documents stored on the GP record are not included. This is also a one-way system so Practices can't see any hospital information. Patients will be asked for permission to view the GP data at the point of contact with the clinician and can decline. Northumbria appreciate that some patients may have concerns and have asked us to post a letter to everyone who has previously opted out of the Summary Care Record giving them the option of also opting out of this system. We also have leaflets and an advert on the TV screen in the waiting room advising patients of what the system is and how they can opt out if they wish. It's important to note the distinction between this system and the Summary Care Record which is extracted and stored. The Care.Data project which extracts ALL coded entries from patient records and uploads them was launched several years ago but quickly stalled and is currently not operational in this area.

7. Staff Changes

Dr Franc is now on maternity leave until February 2017. Our long-serving receptionist Val retired at Christmas and we have recruited Rebecca with additional hours. Dr Frew will be going on maternity leave in April also to return around February 2017. Our Reception Manager Helen is due back off maternity leave in March. We have two GP Registrars (Dr Emily Bryant and Dr Ruth Ralston) from mid-February for 8 and 6 months respectively.

8. National Patient Survey

The latest results from the national survey are now available and continue to show very high levels of satisfaction with our service. The summary results were circulated and are easily available online too. The online tool also allows people to compare up to 3 Practices with each other at a time.

<https://gp-patient.co.uk/>

9. Northumberland Integrated Primary and Acute Care System – Vanguard and Accountable Care Organisation

Northumberland has been selected to test new models of integrated care – breaking down the barriers between Primary and Secondary Care. Funding is available to pump-prime projects and innovate. It's early days so it's hard to be clear on what changes will happen or when but as a pilot area it's clear that significant progress will be expected fairly quickly. Northumbria Health Care NHS Trust are leading the project with the Northumberland Clinical Commissioning Group (CCG). There is currently a consultation process ongoing and leaflet were distributed for information. These are available at reception and residents of Northumberland are being asked to complete an online survey to gather views. Face to face interviewing on the street is also taking place. The next phase of the larger project will be to form an Accountable Care Organisation (ACO) which will effectively take over many of

the functions of the CCG and provide secondary care with a different way of being funded for their services. Again, how this will impact on the Practice is unclear at this time. The key message is that we can expect significant changes in the short to medium term.

10. Any Other Business

We discussed the Zika virus which has been declared a global health emergency by the World Health Organisation. To date this has had no impact on the Practice and is unlikely to do so.

The reception team were commended on their customer service.

Date of next meeting – May 2016