

Priory Medical Group [PMG] – Patient Forum Meeting
Date: 02/10/17 at 11am

Location: North Shields Branch

Patients present: SG,AC,IC,VW,SD,JD

Present from PMG: Dr Kathryn Hildreth, Darren Berry, Carole Bamborough, Julie Curry

Apologies: JC, DC, both patients

Item	Actions arising	To be completed by
Matters arising No matters arising		
Minutes of last meeting Agreed		
Care Navigator Update Carole Bamborough and Julie Curry provided an update on the Care Navigator programme. Julie has recently attended the latest wave of Care Navigator training, which brings our number of trained Care Navigators up to 4 in total, with all branches covered. Anonymised examples were given of where the Care Navigator Team had made a difference to patient's in terms of reducing isolation, directing to available agencies who could assist patients further with their non-medical needs. No meeting had as yet been arranged for Care Navigators across North Tyneside to meet. ACTION: This was agreed to be escalated by the members of the CCG Patient Forum The Care Navigators advised that they weren't receiving many referrals from the Nursing Team. ACTION: DB advised he would raise this at the next Nursing Meeting	CCG patient forum members DB	Next meeting in December 17 Next Nurses meeting in October.

<p>Patient Partner Update [automated telephone booking system]</p> <p>DB advised that patient partner had been successfully installed on 13th September 2017, and was available for patients to book routine GP appointments, i.e. not appointments which were required urgently or on the day, and also to check or cancel appointments booked at PMG.</p> <p>DB demonstrated how the automated booking system worked, and showed figures in terms of number of uses, and how many times appointments had been booked and cancelled, since installation.</p> <p>DB also advised that since installation, the number of downloads of the PMG app, had increased dramatically, meaning that patients were likely to use both the automated system and online booking for their needs.</p> <p>The patient forum asked if the new system would reduce DNA'd appointments, DB advised that it should, however too early to tell, but would look into figures for the next meeting.</p> <p>ACTION: DB to produce figures at next meeting</p>	<p>DB</p>	<p>Next meeting in December 17</p>
<p>Extended Access Hub / Opening Hours – North Shields</p> <p>DB provided an update on the North Shields Locality Extended Access Hub. The four locality hubs across North Tyneside commenced on 30th September and will provide additional GP / Nurse Practitioner appointments on week day evenings and weekend. This is currently being piloted.</p> <p>For North Shields, the current locations offering extended access appointments are:</p> <p>Monday – Collingwood - Hawkeys Lane Tuesday – Priory Medical Group – North Shields Wednesday - Priory Medical Group – North Shields Thursday – Collingwood – Hawkeys Lane Saturday – Priory Medical Group – Tynemouth</p> <p>Appointment times and clinics vary due to availability of clinicians, but appointments can be booked via Receptions of all practices in North Shields. Additionally, should there be availability at other hubs across North Tyneside, then patients can be booked into these as well, should they suit the patient.</p>		

<p>Operational Hours – North Shields</p> <p>DB advised that due to offering the Extended Access Hub appointments on Tuesday's and Wednesday's, there would be a change to the North Shields operational hours. New closing times are as below:</p> <p>Monday – 6pm Tuesday – 6pm with extended access hub appointments till 8pm Wednesday - 6pm with extended access hub appointments till 8pm Thursday – 6pm Friday – 5.30pm [No Change]</p> <p>These changes were agreed with the Patient Forum</p>		
<p>Staffing Update</p> <p>DB provided an update on recent staffing changes:</p> <p>Receptionist – Stephanie Lay has joined the team, Stephanie has relocated to the North East Pharmacy Technician – Kim Robson, Kim joins us from a local pharmacy and will be working alongside the practice pharmacist to handle medication queries from patients and pharmacies. Practice Nurse – Lisa Watson, joins us from Northumberland and will be full time working across all three branches.</p>		