

Priory Medical Group [PMG] – Patient Forum Meeting

Date: 16th April 2018 at 11am

Location: North Shields Branch

Patients present: AA, IC,SG,AC,JC,SD,MB,DC

Present from PMG: Darren Berry, Josie Ledger

Apologies: VF-W, RF,DT

Apologies from PMG: Late apologies from Dr Hildreth

Item
<p>Matters arising</p> <p>No matters arising</p> <p>DB welcomed new Patient Forum member, Mr AA to the meeting.</p>
<p>Minutes of last meeting - Agreed</p>
<p>Terms of Reference [TOR]Review</p> <p>DB advised that the terms of reference for the Patient Forum group, were required to be re-visited and updated. Discussion held re frequency of meetings and agreed to continue on a 6 – 8 weekly basis, to fit in to maximise attendance from representatives.</p> <p>DB to update the TOR to reflect current members and circulate and will approve at next Patient Forum meeting.</p>
<p>Practice Updates</p> <p>Josie Ledger provided an update on the current initiatives happening at the practice</p> <p>1. Correspondence Management Review</p> <ul style="list-style-type: none"> JL advised that on a daily basis, the practice receives approx. 300 individual patient letters from Hospitals, which need to be scanned in to the patient’s record and reviewed as to the necessary action, if any. There is a training programme in place, funded as part of the General Practice 5 Year Forward view funding to ensure that GP workload is more sustainable. The intention is that the practice will have a clear policy and workflow arrangement in place, so that patient letters which do not require GP interaction are filed or processed accordingly, i.e. a medication review would be directed to the Pharmacy Team

2. Secretarial Review

- JL advised that an internal review of the secretarial team's workflow had taken place to ensure that referrals were being processed efficiently and effectively. There is a team of 3 secretaries who cover the Secretarial workload across the practice. This review has looked at dictation processes, review of referral pathways and documentation so that the Secretarial team have a central resource for referrals.

3. Cancer Champions

- Carole B – Receptionist at Hadrian Park, and Victoria Brown – Healthcare Assistant are in the process of undergoing Cancer Champion training, with the intention of improving patient's awareness of cancer symptoms and to improve uptake of national screening schemes; cervical smears, bowel screening, etc.

4. Consultant Connect

- A new initiative is to be rolled out with Northumbria NHS Foundation Trust and in particular at The Northumbria Hospital in Cramlington, which will allow GPs direct access to consultants via a dedicated app or telephone number to obtain advice and guidance on whether a patient should be admitted to Cramlington, or whether there are other options which could prevent an admission, with care provided in the community.

North Shields Locality Update

DB advised that there was a limited amount of funding available to allow the North Shields Locality to trial new ways of working / provide additional educational / training opportunities which would benefit the North Shields Locality as a whole.

Two initiatives had been agreed, following submission of the business cases to NHS North Tyneside CCG

- Physio First [Where patients with new musculoskeletal conditions would not need to see a GP first, and could be directed by the Receptionist to an appointment with a physio. Currently the patient would need to see the GP to be referred]
- Educational Events / training – Pot of funding to allow individuals / practices to undertake clinical / non-clinical training which would be of benefit to the whole locality

Care Home Alignment

Additionally there is to be a new review of the Care Home and GP practice alignment project, which previously took place in 2015. The

intention is that Care / Nursing Homes have a dedicated GP Practice with which the patients in the Home will register with as NHS patients, so that there is more consistency of care, with regular GPs attending, and improved working relationship with the nursing home staff.

AOB – Charity Event – Down Syndrome Awareness Day / 21st March 2018

Dr Hildreth wanted to pass on her thanks to the Patient Forum representatives who assisted Priory Medical Group, with the fundraising event held on Wednesday 21st March 2018 to specifically support Down Syndrome Swimming GB Team. Over £500 in total was raised.

AOB: Access to information, pre-meeting

A request was made for information to be shared prior to the meeting, in particular any newsletters or correspondence which is of benefit and interest to the patient forum.

DB advised he would arrange for the CCG patient forum newsletters to be forwarded on, and additionally TyneHealth [GP Federation]’s public newsletter.

SD advised she would provide details of the work streams which NHS North Tyneside CCG are working on, and where support is required.

AOB_ Mental Health Awareness Week

Patient Rep – AC advised that she had been working with NHS North Tyneside CCG with regard to the upcoming Mental Health Awareness Week, which takes place 14th-20th May 2018. This year’s focus is on stress, and specifically how to cope and tackle stress.

There are a series of events, with details which can be located on the practice’s website. www.priorymedical.org.uk

AOB – Earsdon Park GP Practice

DB advised that Earsdon Park GP Practice in Shiremoor permanently closed on 31/03/18, with approx. 4,000 patients required to register with a new GP Practice. DB advised that Priory Medical had seen a small increase in new patients registering, but as Shiremoor was on the edge of the practice’s catchment area, these patients were likely to register at more local GP practices.

Next meeting Date:

Monday 11th June
11am
North Shields