

**Minutes of Patient Participation Group Meeting held on Wednesday 22nd January
Gladstone House Surgery**

Present: Kath Threlfall, Ian Threlfall, , Brenda Loynes , Evelyn Leck, Doreen Short

Staff: Ruby Ray Practice Manager), Sarah Lilley (Admin Supervisor)

Apologies: Denise O'Rourke

Minutes taker: Sarah Lilley

Action

<p>Welcome</p>	<p>RR welcomed those attending the meeting and briefly went over the minutes from the last meeting. She thanked EL for bringing leaflets in from Health Watch relating to how to raise complaints against NHS services if dissatisfied.</p>	<p>.</p>
<p>PCN Future of general practice.</p>	<p>RR discussed Primary Care Networks (PCNs) are an important part of the NHS long-term plan. From July 2019 majority of practices in the country have become part of a network covering 30,000-50,000patients. The networks will provide the structure and funding for services to be developed locally, in response to the needs of the patients they serve. Our net work consists of the following practices: Gladstone House Surgery, Dr Koh and Trory Practice, Seaton Practice, Hart Medical and Millennium practice covering just over 30,000 patients.</p> <p>RR informed patients that as a practice we have a good business model with ANP (Advanced nurse practitioner), Nurse Practitioner (NP) and practice pharmacist working along with our GPs to deliver higher quality and more innovative patient care.</p> <p>Our pharmacist (Liz Bayles) is new to general practice. Most of the patients attending the meeting had spoken to or seen Liz and were really impressed with her. RR advised that we are also looking into employing a paramedic for our PCN. EL informed that Mckenzie medical practice has already got one.</p>	

	<p>A concern was raised that if GP Practices start employing paramedics is there going to be still enough to deal with 999/ambulance calls. BL advised she will try and get some more information on this.</p> <p>Social prescribers are also new to the general practice. RR explained that these roles are to some extent similar to a care co-ordinator's role. Our social prescriber Caroline comes in to the practice on a Monday afternoon. She actively signposts patients to, local community support services. She can support patients with a wide range of social, emotional or practical needs, and direct them to schemes focussed on improving mental health and physical well-being.</p>	
Practice complaints 2019/2020	<p>RR informed that we try and deal with complaints and concerns raised internally and resolve them as well as we can in our practice following NHS complaints procedure. Ann Bates nurse practitioner is also our complaints manager) who deals with complaints and concerns effectively. We hold significant event meetings to allow us to learn from such complaints and concerns.</p> <p>We have had only one concern raised this year and unfortunately the patient did not raise her concern either verbally or in writing to us and had decided to take the matter up in a different route.</p> <p>Members of the PPG confirmed that they are really happy with the practice and have recommended Patients to join the practice. They have received positive feedback from those patients who have registered with us.</p>	RR
Practice satisfaction surgery results	RR discussed the 2019 Mori Poll survey results. As compared to the previous year the rate of patient satisfaction with the reception staff had gone down.	RR and SL

(Mori poll)	<p>RR advised that the results were discussed in the recent admin meetings and ways that we can improve were explored. We aim for all patients to have had a positive experience when dealing with the practice. It is important that staff members are flexible with patients and seek advice from senior members of staff to accommodate patients where possible.</p> <p>RR confirmed we will carry out an internal patient satisfaction survey in the coming months for the practice as we have done for the last so many years and compare it with the Mori poll results. The results will be shared with PPG and available on our practice website.</p>	
Patient online registration	<p>SL discussed how we have tried to increase the intake for patients to register online. The system is really simple to use but SL advised she is happy to show patients how to use the service if they bring devices in to the surgery. It allows you to book appointments and order prescriptions online. It is a 24 hour service which allows patients to use the service when it is best for them.</p>	SL
Any Other Business	<p>EL informed the group that Dorothy Wood (Respiratory Nurse from McKenzie Group Practice) holds a long-term condition group meeting on the 2nd Friday of every month at Victoria Medical Practice at 1:30pm. Normally a guest speaker is invited to the meeting. EL stated in the last meeting they had a speaker from the rapid response team.</p> <p>Over 50s Forum group is on 2nd Wednesday of the month at 1:30pm at St Joseph's court. It informs Patients of what is going on in Hartlepool regarding health and gets people socialising. They organise guest speakers when they can, for example fire service.</p> <p>BL informed PPG that she was disappointed to find out the birthing centre at UHH is still not being offered as an option for pregnant patients. She gave an example of an expecting mother who had enquired if giving birth in Hartlepool would be an option and</p>	

	<p>was told it wasn't as they didn't have the staff. BL has visited the birthing centre recently and mentioned that it had been done out really well and planned to be re-opened in Oct/Nov 2019. BL will continue to push to get this re-opened as soon as possible. EL and DS let the group know that they were a part of the protest group to keep clinics open at UHH. RR advised that slowly clinics are coming back to the hospital.</p>	
Next PPG Meeting	April /May (Date to be confirmed)	