

**Minutes of Patient Participation Group Meeting held on 27th of March 2019
Gladstone House Surgery**

Patients invited: Kath Threllfall, Ian Threllfall, Brenda Loynes, Denice O'Rouke, Jason Garnett, Kelly Garnett, Glynis Dixon,

Present: Kath Threllfall, Ian Threllfall, Brenda Loynes, Denice O'Rouke, Jason Garnett, Kelly Garnett, Glynis Dixon,

Staff: Ruby Ray (Practice Manager) Lesley Giddy (senior medical receptionist)

Minutes taker: Lesley Giddy

Apologies:

Minutes of the last meeting

Action

Introduction and welcome	RR Welcomed everyone to meeting and thanked everyone for attending. Mr and Mrs Garnett were welcomed to their first PPG meeting in the practice	.
Patient Satisfaction Surveys	RR went through the results of the in-house patient satisfaction surveys that we had been conducting and the results were extremely positive. Patients that had completed surveys were pleased with the service they had received from the practice including continuity of care with 61% of our patients having seen the same clinician for the same problem. RR advised that the in house surveys results are significantly better than the national ones. RR also went through the Healthwatch Hatlepool GP patient experience report with the group. Overall practice had received positive feedback from the patients.	
Test Results	RR advised that it would be beneficial to all patients to go back to the referring GP for results for continuity of care and advised that we would reinforce our health care assistant and nurses issuing test results slips as a prompt to contact the surgery for their own results and not to wait to be contacted.	

<p>Samples</p>	<p>DO touched on samples handed in at the front desk and whether we check all urine samples in our surgery for infection before sending them off to the path lab for analysis. RR stated all urine samples are to be tested in the practice and if we are not it would be reinforced as we have a urine analyser in the practice so that treatment for infection could be offered sooner if necessary than waiting for the result from the path lab.</p>	<p>LG to reiterate to all admin staff</p>
<p>Primary Care Networks</p>	<p><u>NHS Plans for 2018-19</u>: CCGs to actively encourage every practice to be part of a local primary care network so that these cover the whole country as far as possible by the end of 2018/19. Primary care networks will be based on GP registered lists, typically serving natural communities of around 30,000 to 50,000. They should be small enough to provide the personal care valued by both patients and GPs, but large enough to have impact and economies of scale through better collaboration between practices and others in the local health and social care system.</p> <p>RR informed that we have formed the Primary Care Network with four other practices in the town and Dr Trory has been appointed as our clinical director. The four other practices are : Seaton Surgery, Millennium, Hart Practice and Dr Koh and Trory. RR stressed that practices would continue to maintain their independent status. Our practice would continue to offer extended hours to our patients on a Tuesday evening and other four practices are making their own arrangements to offer extended hours to their registered patients.</p>	
<p>Any Other Business</p>	<ul style="list-style-type: none"> • RR informed everyone that we hold briefing session for admin staff to brush up on communication and admin skills making sure information / results are given clearly in a manner that is understood by the patient to ensure that we remain patient focussed. • RR and LG mentioned that to help ensure we 	

	<p>make the best use of our prescribing budget we are being encouraged by the CCG to implement national guidance (issued by NHS England) not to routinely prescribe over-the-counter medicines for a range of minor health concerns. In our practice we are encouraging our patients to buy over-the-counter medicines for minor ailments from their local pharmacy or supermarket.</p>	
<p>Next PPG meeting to be organised in July /August 2019</p>		