

Priory Medical Group [PMG] – Patient Forum Meeting

Date: 05/02/18 at 11am

Location: North Shields Branch

Patients present: DT,JC,JD,SG,VW,RF,SD

Present from PMG: Dr K Hildreth, Darren Berry, Josie Ledger

Item	Actions arising	To be completed by
<p>Matters arising</p> <p>DB was thanked for the relaunched newsletter which was updated on the practice website, and copies provided in the branches.</p>		
<p>Minutes of last meeting - Agreed</p>		
<p>Care Navigator Update</p> <p>Josie Ledger provided an update on the Care Navigator Scheme.</p> <p>Representatives from Priory Medical Group had met with Care Navigators from other practices in North Shields, to share their success stories and to learn from each other. This has proved to be a beneficial event, and is looking to be carried out on a regular basis to share ideas.</p> <p>Marie Naisbit will be undergoing Care Navigator training in late February 2018, which will increase the trained Care Navigators to 5 at Priory Medical Group.</p>		
<p>Update from Dr Hildreth</p> <p>Dr Hildreth advised that the winter period had been particularly busy at the practice due to the flu outbreak and norovirus, which had affected both patients and staff.</p> <p>The Extended Access Hub was working well, and the clinicians working in the Hub was looking to increase with Practice Nurses and HCAs also working to allow appointments to be booked for routine care outside of core working hours, which would benefit patients who may not be able to attend during the working day.</p>		
<p>North Shields Locality Update</p> <p>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</p>		

<p>a whole.</p> <p>10 initiatives had been discussed, which had been shortlisted and the following are being considered for the submission of a business case;</p> <ul style="list-style-type: none"> • 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 • Citizens Advice Bureau [CAB] offering facilities for CAB staff to work directly in GP Practices <p>These initiatives would be further considered, before submission to NHS North Tyneside CCG for consideration.</p>		
<p>Staffing Update</p> <p>Dr Alexandra Kent joins Priory Medical Group as a 6 session Salaried GP on 08/02/18, and will be working:</p> <p>Monday PM Tuesday AM Thursday AM and PM Friday AM and PM</p> <p>Dr Kent will also be working at NHS North Tyneside CCG as a Clinical Lead, when not at Priory.</p> <p>Anita Murphy who has been locuming with Priory as a Practice Nurse will join the team as a permanent member of staff on 26/02/18 and will be working; Monday, Thursday and Friday's, with a specific day at each branch.</p>		
<p>AOB – Charity Event – Down Syndrome Awareness Day / 21st March 2018</p> <p>Priory Medical Group will be holding an event at each of our branches on Wednesday 21st March 2018 to specifically support Down Syndrome Swimming GB Team.</p> <p>There will be a tombola and selection of cakes to purchase. If you are in the practice / or in the area, please support the event.</p>		