

Priory Medical Group [PMG] – Patient Forum Meeting

Date: 11th June 2018 at 11am

Location: North Shields Branch

Patients present: AC,DT,V-FW,AA,SD

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

Apologies: SG, JD

Item
<p>Matters arising</p> <p>No matters arising</p>
<p>Minutes of last meeting - Agreed</p>
<p>Terms of Reference [TOR] Review</p> <p>The updated Terms of Reference were circulated for signing by Patient Forum members in attendance. The remaining Patient Forum members not in attendance will be asked to sign at future meetings.</p>
<p>Practice Updates</p> <p>DB provided an update on the current initiatives happening at the practice</p> <p>1. Age UK</p> <ul style="list-style-type: none"> Age UK are keen to hold clinics in GP Practices in North Shields, a pilot has taken part at a local GP Practice which was a success. An initial Age UK clinic will be held at Priory Medical in early July with pre-bookable appointments and also an advisor will be in the Waiting Room providing additional information / opportunity to meet with them for patients who are interested and hadn't booked an appointment with the Advisor. If a success, then Age UK will look to extend the pilot for 6 months and have a clinic at our North Shields branch on the second Thursday of the month. <p>2. Complaint Submissions</p> <ul style="list-style-type: none"> DB advised that as part of monitoring by NHS England, the practice is required to submit an annual overview of the number of complaints that the practice has received and responded too over the previous 12 months. DB indicated the

number of written complaints had significantly reduced over this time period, which was to note.

3. RCGP Educational Event

- Dr Hildreth and DB attended an RCGP GP reimagined event in Newcastle in May 2018; this provided us with an overview as to what is happening locally and nationally in relation to different ways of working to manage the increasing patient demand on primary care.

4. Practice Survey

- DB advised, it was over 18 months since the last internal patient survey was and the intention to carry out a repeat of the existing survey to see how patient's perception of the practice.

5. Correspondence Management

- Work continues in upskilling members of the Reception Team to review incoming correspondence so that it is recorded accurately and only necessary correspondence where GP interaction is required is directed to them.

6. Home Visits

- Dr White [An Foundation 2 year Doctor, who is currently on placement at Priory Medical Group is carrying out a review of our home visiting process, to ensure that home visits are being offered appropriately to those patients who are genuinely bed bound.

7. Nursing Students

- As a training practice, we currently provide placements for 1st year nursing students, to allow them as part of their training course to understand how nursing in primary care operates for 1 week only. Additionally from October 18 onwards, we will be hosting 2nd year nursing medical students on a 7 week placement, twice a year.

8. Care Navigation

- Continues, with the Care Navigators liaising with identified patients and attending update courses to improve their knowledge of local voluntary agencies that can assist patients / raise awareness of activities taking place which may be of benefit for patients.

North Shields Locality Update

Andrea Ormond [Locality Support Officer from NHS North Tyneside Clinical Commissioning Group [CCG] attended to provide an update on her role at the CCG, and how she is supporting Locality working across North Shields.

Some initiatives that Andrea is involved in are:

- 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]
- A review of dressing clinics across North Shields Locality is to take place, to see how the Community Nursing Team and Practice Nursing team can work better.

Staffing Update

Dr H Dalton returns from maternity leave on 22/06/18, and will be at the practice until 09/07/18, whilst she completes her GP Registrar training course. From 30/07/18, Dr Dalton will return to Priory Medical Group as a Salaried GP working 6 clinical sessions at week; Monday, Wednesday and Thursday all day, and will mainly be based at North Shields and Hadrian Park branches.

Next meeting Date:

Monday 20th August 2018
11am
North Shields