

Priory Medical Group [PMG] – Patient Forum Meeting

Date: 20th August 2018 at 11am

Location: North Shields Branch

Patients present: JC,SG,MB,SD,DC

Present from PMG: D Berry, Dr K Hildreth, C Bamborough

Apologies: AA, AC ,RF, JD, DT

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 were asked to review and sign the TOR.</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"> • The Age UK clinic had been a success with available appointments being booked by the Care Navigation Team on behalf of patients to see Age UK counsellors, who advised the referrals were appropriate. In addition, to the pre-booked appointments, an Age UK advisor was available in the waiting room in case of any ad-hoc requests to see Age UK on the day. • Later in the year, there will be an opportunity for patients to book appointments with an Admiral Nurse [Admiral Nurses are specialist dementia nurses who give expert practical, clinical and emotional support to families living with dementia] <p>2. Home Visits</p> <ul style="list-style-type: none"> • DB provided an update on the Home Visit review that Dr White [An Foundation 2 year Doctor, who was on placement at Priory Medical Group had undertaken, to ensure that home visits are being offered appropriately to those patients who are genuinely bed bound. A Home Visit triage will be carried out, when a patient requests a home visit to confirm that they genuinely housebound. This will be introduced in Sept 18.

3. 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.

4. Research Opportunities

- DB advised that the practice had increased their involvement in Clinical Research projects, which will initially mean that patients who meet the criteria to take part in new clinical research trials, are written to directly by the practice, and they would then have the opportunity to contact the Clinical Research team, to indicate that they would wish to take part. No patient's medical records are released to the Clinical Research team, without a patient's consent.

North Shields Locality Update

DB provided an update:

- Physio First is aiming to be launched mid – late September 2018. This is 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.
- Mental Health Worker – Funding is available to trial providing an additional Mental Health Worker[s] who would work across the North Shields Locality. This project is at an initial stage of development.

GP National Patient Survey

DB provided an overview of the practice's performance in the 2018 GP National Patient Survey

Results can be seen at **www.gp-patient.co.uk**

DB advised that he was in discussion with the practice's telephony provider regarding amendment to the configuration of the current system to improve access.

The intention was to also carry out an internal patient survey, based on the national survey to obtain an increased number of responses to provide more information to review and improve the service that we provide.

Staffing Update

Dr H Reeves [Foundation Year 2 Doctor] will be on placement from 1st August 2018 till 4th December 2018, supervised by Dr Donkin
Dr Alache [GP Registrar] will be on placement from 1st August 2018 until 5th February 2019, supervised by Dr Hildreth.

AOB – MacMillan Coffee Morning

Members of the Patient Forum were keen to hold a MacMillan Coffee morning as has taken place in previous years.

DB advised that would be beneficial and could tie in with a flu clinic, and will ask a member of the team to liaise with the Patient Forum to organise.

AOB – Audit

SG advised that previously the Patient Forum would carry out internal audits of the practice waiting area to check on consistency re information being displayed etc.

DB advised would review the previous information held and would be happy to revisit.

AOB – Resignation

DB advised the Patient Forum that JD had stepped down from the group.

Next meeting Date:

Monday 8th October 2018
11am
North Shields