**MINUTES OF PATIENT GROUP MEETING**

**SATURDAY, 19TH AUGUST 2017**

**Present: Apologies:**

Ronald Smith Karen Taylor-Russell

Jackie Elder Paula Holman

Brian Anderton Eric Micallef

Michael Charlton Julie Hemmer

Tristan Francis Susan McCauley

Dr Dowsett

Dr Overs

Hazel Dowden

**1 Minutes of last meeting – Matters Arising**

Agreed as read

HD welcomed a new member to the group – Tristan Francis

HD apologised for the length of time from our last meeting. Unfortunately, Palmer Community Hospital no longer opens on a weekend, therefore, we have been unable to hold any meetings on a Saturday. However, the premises have been opened today for a GP surgery taking place upstairs. Future meetings will continue to be held on a Saturday but members will be asked to meet at the back door (behind the hospital in the back lane) where Dr Dowsett will meet members to bring through to the surgery. HD will provide the practice mobile number for any members unable to gain access.

**2 STHC – 7 day working**

As from 1st September 2017 patients can now book GP, Nurse Practitioner, Nurse and health care assistant appointments over the weekend or evening at a GP centre in South Tyneside. This is called the South Tyneside Extended Primary Care Service or STEPS. A number of specific surgeries will be open on different days and times to create more options for patients. To arrange an appointment patients should call their own GP practice during normal working hours or through 111 when the practice is closed. The service is for any routine and urgent appointments. There are posters and leaflets displayed in the waiting room and the practice website has been updated.

**3 MJOG – texting service**

The practice has recently invested in a texting service. All patients who have a current mobile number will receive a text the day before their appointment as a reminder. This will hopefully reduce the DNA rate. It could potentially save money on postage as texts can be sent instead of letters for flu vaccines and health campaigns etc.

**4 Patient Champions**

All practice staff are receiving training on signposting to ensure patients are directed to the most appropriate person or service. Each receptionist will be a patient champion in individual areas such as carers, drug & alcohol services and Young people’s services to advise and signpost patients.

**5 Emergency Prescriptions**

KO informed the group that the practice has reviewed the policy for emergency prescriptions. We get a lot of requests from patients who simply forget to order their repeat prescriptions and demand them urgently on the same day instead of waiting 48 hours. We have now compiled a list of urgent medications that patients could not go without. If the medication is not on this list patients are told they must wait 48 hours.

HD has recently received an anonymous verbal complaint. The patient didn’t want it to be taken further but wanted it to be discussed in a meeting. The complaint was that they wanted to telephone the surgery any time during the day to order repeat medication. Despite the receptionist explaining numerous different ways of ordering medication such as patient on line, pharmacy, script line etc, she felt we were not a patient friendly practice.

Discussion followed around this. BA suggested the patient to be invited to join the PRG group. TF suggested a stand in reception advertising the prescription times and include in the practice newsletter. Overall, the group felt that we couldn’t offer any more than we are already offering. Patient online access allows ordering of medication 24 hours a day.

**6 Patient Activation Measures**

KO explained to the group that patients may see a slightly different way that annual reviews are carried out by the practice nurses in the near future. Patient activation measure is an assessment of a patient’s confidence, skill and knowledge for managing their own health, taking a pro-active role in self-managing diet and exercise with support from the nurses. The nurses will assess patients and encourage self-management at a level agreed with the patient. Hopefully, this could reduce health inequalities and improve quality of care.

**7 CCG Update**

MC gave an update on CCG business:

* Breast screening is no longer done in South Tyneside
* Practices should be aware of the Canterbury Health Pathway
* Figures were requested regarding patients going through the A&E department

BA requested that for future meetings CCG business could be discussed with HD before the meeting and only information relevant to the meeting to be discussed. **Addendum – HD and MC discussed this a week after the meeting. MC felt he wouldn’t know exactly what is relevant for the meeting but agreed about a week before each quarterly meeting he would come to the practice to see HD to go through the minutes of the CCG meeting and agree what to put on the agenda.**