**MINUTES OF PATIENT GROUP MEETING**

**SATURDAY, 20TH OCTOBER 2018**

**Present: Apologies:**

Jackie Elder Ronald Smith

Brian Anderton Tristan Francis

Michael Charlton Paula Holman

Julie Hemmer Eric Micallef

Dr Dowsett Karen Taylor-Russell

Dr Overs Susan McCauley

Hazel Dowden

**1 Minutes of last meeting**

Matters Arising – Agreed as read

**2 Hebburn Surgery Closure**

Dr Overs explained to the group that the practice has had an influx of patients registering with the practice due to a practice closing in Hebburn. The catchment area is patients with a Jarrow postcode but a lot of these patients registered in Hebburn live in Jarrow. The partners are very concerned about the increase in list size and access. Any patients who move from Jarrow into Hebburn are informed to register with a new GP. Dr Overs asked the views of the group. JH mentioned the problems with recruiting GP’s and asked about succession planning. Dr Overs is thinking about succession planning but agreed recruitment is a problem as well as room usage. JH suggested hot desking. Mergers are a way of succession planning. MC also mentioned that the situation is going to get worse with the amount of housing being built in Hebburn. MC asked if the CCG were doing anything about the situation. The CCG are trying to recruit new GP’s and Nurse Practitioners. The partners are going to try to recruit another part time Nurse Practitioner.

**3 GP2Pharmacy**

The practice will be taking part in a pilot programme called GP2Pharmacy. The receptionists will soon be asking patients the reason for requesting an appointment and signposting certain conditions to see a pharmacist for a consultation. An appointment will be made with a pharmacist suitable to the patient. The pharmacists have had clinical skills training and can prescribe through a PGD. The receptionists will also continue to signpost to STEPS. JH has never heard of STEPS so this was explained to her. MC has used this service as well as JE and both had no problem using it.

**4 DNA Audit**

HD carried out another DNA audit:

1/6/2018 – 31/7/2018 4751 patients attended, 158 patients dna’d = 3.3% dna rate

1/8/2018 – 30/9/2018 4989 patients attended, 208 patients dna’d = 4.1% dna rate

This shows a slight increase in dna rated despite patients receiving a text reminder, however it is still an increase from December 17 when the dna rate was 5.2%.

**5 Better U Ward**

The practice has recently received an award for the work we have done for the better U service. As mentioned in previous meetings this is a piece of work we did supporting people to self-care.

**6 CCG Update**

MC updated the group from the CCG meeting:

* It was brought up at the CCG meeting that a patient went to A&E and was discharged with a prescription that only the hospital can dispense. The pharmacy was closed and the patient had to wait 14 hours until it re-opened. Marie Thompkins was notified and said this was normal procedure. AD said the hospital could give an FP10 (green script)
* Pharmacies can now weigh patients – they have calibrated weight scales
* There is no service to cut patients fingernails, Podiatry will only do feet. KO suggested that patients could file nails. JH suggested paying for a manicure
* Palliative Care Sub Group – St Clare’s Hospice will be shut for 6-8 weeks but the opinion is it will be closed longer as there is a recruitment issue
* There was a presentation at the CCG meeting from Matt Brown about The Kings Fund (where the money goes)

**7 AOB**

* There is a national shortage of flu’s this year due to there being two different flu’s for over 65’s and under 65’s
* The practice is working towards all patients having a nominated chemist so that all prescriptions go via electronic prescribing. This is a safer way of prescribing
* The government GP survey results are available and results were better than the national average