**DR DOWSETT & OVERS**

**MINUTES OF PATIENT GROUP MEETING**

**SATURDAY, 13TH APRIL 2019**

**Present: Apologies:**

Jackie Elder Julie Hemmer

Brian Anderton Eric Micallef

Michael Charlton Susan McCauley

Karen Taylor-Russell Paula Holman

Ronald Smith Tristan Francis

Ron Smith Dr Overs

Dr Dowsett

Hazel Dowden

Sarah Mulvain

**1 Minutes of last meeting**

Agreed as read

**2 Primary Care Networks**

As from 1st July 2019 the practice will become part of a primary care network. Primary care networks are groups of practices working together with other local health care providers to improve the care of the population. South Tyneside has 21 practices and will be working in three clusters. Our practice will be part of the Jarrow and Hebburn cluster known as the West. In the first year the network will employ a Clinical Pharmacist and a Social Prescriber and will work in our practice at least a half day per week. The network will also deliver extended hours throughout Jarrow and Hebburn. Our extended hours will change from a Monday evening to a Thursday evening from 1st July for our patients only.

**3 Counselling Services**

We now have two health coaches working in the practice from first contact clinical. Emily Robertson works on a Monday providing support for patient with Diabetes and COPD and Vicky Gilmore works on a Friday providing support to vulnerable patients and frequent attenders. A question was raised whether the health coach patients could target patients who don’t attend for smears, mammograms and bowel screening. HD will speak to the health coaches regarding this.

**4 Medical Students**

As from September 2019 the practice will be accommodating 1st year medical students. Patients will be asked if they are prepared to see the medical students prior to seeing the GP. They will take a history of symptoms with minimal examination, and then see the GP. We will have two students. This will hopefully encourage recruitment in the North East.

**5 Prescription Line**

The group were asked their opinion of taking out the prescription line. The practice proposes to do this for prescribing safety reasons. The group suggested a 3 month notice period as communication is very important. It was suggested the website to be updated with times and information regarding on line access for ordering prescriptions, accessing results etc.

**6 Accurx**

SM explained to the group about a new free texting service called Accurx. Admin staff can now send individual texts to patients instead of sending letters informing them to ring the surgery regarding an appointment etc. No medical information will ever be put in a text. The staff are currently asking all patients to confirm their mobile number and updating the system.

**7 CCG Update**

MC updated the group from the last CCG meeting:

* Ongoing issues regarding prescriptions issued by the hospital after the pharmacy has closed. There has been another occurrence of a script issued that couldn’t be dispensed until 24 hours later
* There is currently an antibiotic usage campaign happening in Leeds. There will be posters in public areas including buses
* South Tyneside & Sunderland Trusts have merged and there are concerns about patient transport to Sunderland hospitals. There is a shuttle bus service from South Tyneside hospital but this is for employees only

**8 AOB**

The receptionists are signposting when patients ring up for an appointment. They ask the patient the reason for their appointment so they can be signposted to the relevant clinician. Dr Dowsett mentioned that this is going very well. When a clinician knows what a patient is coming in for it gives them time to prepare, look at past history and save a bit of consultation time.

MC asked about prostate screening. Dr Dowsett informed the group that this is not available yet.

Paracetamol issued on prescription was discussed. It is cheap to buy over the counter and patients should be encouraged to buy instead of getting a prescription.

**9 Date of next meeting**

Saturday, 29th June 2019