

Thornfield Medical Group PPG

16 March 2015

Present: Margaret Heaton(Chair (MH) , Kelechi Dibie (KD), Andrew Perks (AP) ,
Dr Natalie Crowe(NC), Valerie Miller (VM)

1	Chairs Welcome. MH opened the meeting and welcomed everyone	
2	<p>Previous Mins were agreed as correct</p> <p>Urgent Care Questionnaires had been sent out on behalf of the Newcastle North and East CCG (NNECCG) Patient Group and only 4 were returned.</p> <p>CQC The CQC did not inspect our premises on this round of CCG inspections however we will be inspected in 2015/16 as part of the new CQC rules.</p> <p>Repeat Prescription Line The message has been streamlined.</p> <p>Appointment Cards New appointment card printers have been installed.</p> <p>Electronic Prescriptions and Repeat Dispensing Both services are up and running however we are introducing the process slowly.</p> <p>Pilot Projects The Diabetes project is progressing well with support from Sister Liversidge and Sister Milligan. The Alcohol Project has been delayed due to prescribing restrictions imposed by the Area Prescribing Committee.</p> <p>24 Hour Ambulatory Blood Pressure Monitoring This is progressing well and it means patients do not need to go to hospital unnecessarily.</p> <p>Birth and Condolence Cards Practice is still sending them out and</p>	

	condolence cards when appropriate.	
3	<p>Progress on 3 Priority Action Points</p> <p>Caller Record The practice is still progressing this area as it will be beneficial from a safety perspective when clinicians are giving medical advice on the telephone and it will also allow the practice to drive up the quality of communications from the staff. The partners have also agreed to upgrade the whole of the telephone system to improve the management of the calls.</p> <p>Website Improvements have been made to the website: pictures of staff are available, quick links to prescription ordering, summary care record information, on line appointments. The lay out of the website has also improved to enable easier access.</p> <p>Think Plan C We have been working with the New Croft Centre and local authority to improve patient awareness about: chlamydia testing, condoms, Contraception and HIV Testing.</p> <p>Unpaid Carers Unpaid carers play an important role in our communities and the practice is working to improve information about support services which are available. We are extremely lucky to have the Newcastle Carers Service located on Shields Road and they have provided some excellent information resources for the practice. The practice has been working with Alzheimer's society to train staff to become 'dementia friends' as part of the Prime Ministers challenge. The business manager recently attended an event at Newcastle Civic Centre to look at how services for carers can be further improved.</p> <p>The members of the group were happy with the progress report.</p>	

4	<p>Complaints Review The complaints review was shared with the PPG and assurance was given to the group about the actions taken in each instance.</p>	
5	<p>Friends and Family Test TS shared the results of the FFT. The numbers of responses are currently low but the practice is working on improving this.</p>	
6	<p>AOB</p> <p>Carers Kelechi agreed to help TS with the carers information in the practice. Margaret and Valerie will check the information once finalized. TS advised the CCG was looking to do carers training for staff at a future time out session.</p> <p>New Staff The practice has a new salaried GP – Dr Molly Griffiths. She is currently working 1 session per week and will increase to 5 sessions per week from May 2015. Our 2 apprentices will be staying with the practice once they complete the training course this summer. 1 new full time member of staff and 1 apprentice are also currently being recruited.</p> <p>Premises TS advised the business case for new premises at Shieldfield is progressing very slowly due to the levels of process the case has to pass through at NHS England. The practice is very concerned that the opportunity for new premises with the developer may be lost due to the length of time everything is taking. TS also reported that the SF premises had recently had to close due to another sewerage flood.</p>	
7	<p>Date of Next Meeting Monday 6 July 2015 at 6pm</p>	