**Patient Refernce Group Minutes**

**17th August 2015**

**Present : Alison Campbell Practice Manager/Susan Holden Assistant Practice Manager**

**GB, SW, JD, PD and AD, BB and NB**

Alison opened the meeting with a Practice Update explaining we have 2 New registrar’s who are with the practice for 6 months Dr Iji and Dr Abi. The practice has also has also just employed a full time Salaried GP Dr Jemma Humphrey’s and Dr Mathew Beattie who will be joining the practice in October working 6 sessions.

**Think Pharmacy first –** Alison handed out the flyer for all to read and asked the group how they felt this could be delivered to patients without making them feel uneasy at the appointment. After discussion it was felt that the flyer could have been sent to each household by freepost and made families aware.

It was thought if the flyer was put in waiting room they would not be read properly, the group felt it would do no harm if when they attended a consultation and the GP/Nurse Practitioner explained kindly to patient they could have attended a pharmacy and would have been seen quicker it would be acceptable.

Alison explained all pharmacies are taken part and have had training if they feel a patient should be seen by a GP they will signpost the patients back to practice.

**Texting service-** Susan explained this service was to continue and would be funded by the CCG’s from September 2015 which is valuable for patients who rely on the reminder. PD asked if it was possible on the text to say who appointment is for, if like himself he receives texts on behalf of himself and his wife, Alison explained this is not possible due to confidentiality.

**Flu Season -** Alison explained last year the practice achieved 75.3% so far on the over 65 year old patients, which was the best we had done after discussion the group felt the practice did offer a wide range of long days, late nights and Saturdays which should help everyone attend for their flu vaccine.

The Nurse/HCA will cover days when no clinics are on so anyone attending over lunchtimes will not be sent away and people attending Gp’s will have done whilst in surgery.

**AOB**

NB mentioned the screen seemed to have a lot of material on that had been on for many year’s, Alison will look and check what is on and any new material that can be put on.

GB mentioned the queue and how it builds up really quickly and whoever is second on desk needs to come out to help colleague as soon as possible.

GB attended the Regional Patient reference group meeting and said the two agenda items discussed were Pharmacy first which we had discussed and Mental Health services in South Tyneside, the service now has no inpatients at South Tyneside and it is hoped the community service can help provide a service which means patients do not need to be admitted. A Nurse will be working from A and E and longer hours out in community.