**CENTRAL SURGERY**

**PATIENT REFERENCE GROUP**

**MONDAY 29th January 2018**



Present : Alison Campbell (Practice Manager)

Susan Holden (Assistant Practice Manager)

Christine Bonner

Sandra Wilson

Chris Blower

John Dew

Noreen Fraser

Linda Burrough

**Matters Arising**

Chris has asked about the reception closing at Flagg Court for a lunch time and the times have been given when it will be closed. CQC update A and E at South Tyneside Hospital still not signed off yet, as had issues with safeguarding. It was mentioned about having speakers at our PRG meetings, we will ask the Acute Nurse’s, and Practice Nurses if a representative can come and speak to the group. Chris mentioned that a receptionist used to attend the meetings. Alison is reluctant to bring a receptionist due to the length of their working day.

Christine asked how easy it is to see Acute Nurse’s, these nurses are available every day.

It was pointed out that missing from previous minutes was the suggestions of speakers.

1. Practice Update- The practice has had a Health Care Assistant retire and has employed a new full time HCA and Alison explained the role of the HCA. Chris asked about the qualifications she would have at which it was explained this position is a preceptorship. The practice has also a new Registrar Dr James Crosbie who is also a Consultant and now a GP role, he will be with the practice for 2 years. Sandra asked about the Steps appointments practices have to offer now, it was explained that we now offer from 7.00am until 8.00pm Monday to Sunday. The idea behind these appointments is to offer workers/carers appointments out of normal core working hours. Sandra asked if A and E is going to close Chris explained it is the paediatric department, which is open until 8.00pm and any child needing to stay in would have to be taking to another local hospital. Alison also explained that we have Locums working over the next few weeks due to Gp’s having to do Jury Service. Linda also pointed out some firms to do not pay employees who have to attend Jury Service.
2. CCG Update- Linda explained about Health watch South Tyneside and getting views on the SCBU closing on temporary basis , this was discussed at length the Director came in and discussed the facts of not enough neo natal nurses, which would be required to run the unit. The Maternity unit will work on into the future but without paediatricians. If a baby is needing care they will be transferred to Sunderland via emergency ambulance. It was also mentioned that this may affect Sure start centres if there is more births in other hospitals that will not generate places for children in the future at Sure start. It was also mentioned that Marsden Road are changing their patients diabetic medication, we are not sure why this is. Linda also mentioned that she had heard Pharmacies are stopping selling Aspirin.

Jon Tose clinical director of planned care talked about the Health pathways and how it is an automated system that gives Gp’s pathways and advice and also very helpful for New Go’s and locums. Sunderland use Map of Medicine, Jon has spoken to Sunderland regarding using the same system.

Referral system at the moment it can take 7 weeks for a Consultant to see a patient from gp writing to them, with the new system a response will come back advising on patient care and advice if patient does not need an appointment. It was asked if we could have Skype in hospitals which may be possible in the future but at the moment it is a Governance issue. The group have been asked to contact Gp practice’s who do not have representatives in the CCG PRG group as the practices miss valuable information, and that the CCG vision is for patient’s to take responsibility for their own care.. Christine went onto say in her role working in a school it was obvious the lack of education with some parents.

It was mentioned about having a separate number for the prescription line and how at the moment it is causing problems with the main line, it was thought that would be a good idea and how to advertise this to our patients.

Alison also mentioned the Education afternoon for all Gp’s in South Tyneside and what that is about and Linda asked about Gp’s triaging patients before appointments, Alison explained Central will not go down this route.

AOB

Alison asked how the group would feel about texting patients who have Asthma and to fill in questionnaire’s and how they would feel about this being done for other health conditions this would help with patient care , the group felt this would be okay to do so.

It is national smear week and we struggle to get woman in for these tests and would welcome any suggestions to help.

Check in at Flagg Court –Propco have been out we cannot have it where we wanted, Alison will meet with Estate Manager and discuss where it can be placed, Riverside practice have also stated they would be interested in a check in.

Alison explained about GP behind closed doors and how we had been approached and the process we went through, we were not successful this time but if producer came back for Series 7 would like to try again the group felt this would be beneficial for the practice

John mentioned he had observed in the waiting room a nurse shouting for a patient and how the greeting was not very friendly and they did not say please after patient’s name, we will look into this.

Next Meeting

Monday 26th March 2018 6.00pm at Cleadon Park