




PPG MEETING
 SUNDERLAND GP ALLIANCE PATIENT PARTICIPATION GROUP
 23RD MAY 2019

PRESENT: Mrs. Judith Taylor – Head of APMS Support Services
 Mr. Kevin Doran – Practice Manager (Galleries / Barmston)
 IA – PPG Chair
 DR – PPG Member
 AF – PPG Member
 AMc – PPG Member
 Mr. Jon Twelves CEO SGPA

APOLOGIES FOR ABSENCE

PP
 VL
 AO
 CS
 BB

	WELCOME AND INTRODUCTIONS	ACTION
Minutes of previous meeting	Copy of minutes of previous meeting for information  PPG Minutes 07032019.docx	ALL
	JT welcome and introduced Jon Twelves, CEO to PPG members and a round of introductions given.	
Matters arising from minutes 7 th March 2019		
Friend and Family Data / DNA's	DNA and Friends and Family information now displayed on TV's in each practice. DNA's have reduced significantly from over 800 at the beginning of the year to 297 for the month of April. Still higher that we would like, however a positive step in the right direction. Managers will	CLOSED

	continue to monitor.	
Patient Newsletter	<p>Patient Newsletter – PPG Members have received individual copies of Newsletters which were posted out.</p> <p>Brick Pillar outside pharmacy was repaired; however someone else has gone into the Pillar. KD will raise again with Pharmacy. May need to suggest that a protective barrier be put round and this will be forever repaired.</p>	<p>CLOSED</p> <p>KD</p>
NEW AGENDA ITEMS		
F.A.C.T Fighting All Cancers Together	<p>A presentation was delivered to the Group by Anjali Brough from F.A.C.T.</p> <p>Anjali gave an overview of the background of the setup of the Charity.</p> <p>An overview of FACT Services offering to benefit cancer patients and support their family, friends and carers. NO referral is necessary and you do not have to be a patient to benefit from their sessions.</p> <p>Discussion took place regarding the Wig Service, Mastectomy Wear/Bra Fitting Services, and Counselling Services.</p> <p>FACT also have hub sites where these services take place in Sunderland, Newcastle, Northumberland, North Tyneside and Durham and a site at Houghton will be opening soon.</p> <p>NEAREST SITE TO PRACTICES: Sunderland, 35 Blandford Street, Sunderland, SR1 3JH.</p> <p>JT queries whether the leaflets are in electronic format which will enable to practice to add to their TV Screens.</p> <p>The practice will obtain packs of information to give out at as part of our Cancer Care reviews.</p> <p>Members had questions for Anjali. The group</p>	<p>ACTION: JT And KD</p> <p>ACTION: JT & KD</p>

	thanked Anjali for her time and for her informative presentation.	
NHS App	JT gave an overview of the new NHS App that will be available in the Sunderland Area. The NHS App will allow you to access appointments, medication, allergies and also access to your full medical record through the app. JT explained the registration process to members. Very limited information at present, as soon as the practice receives a "go live" date then we will share this.	
Results of Access Survey	<p>JT shared results of recent Access Survey. 927 patients have completed this survey. The results were very pleasing and overall satisfaction with the access we offer.</p> <p>IVR Appointment Booking seems to be the most popular method of booking appointments. We have now increased our online appointments and now offer 25% of appointments across all disciplines.</p>	
Annual Statistics 2018/2019	<p>JT shared an overview of the headline statistics for 2018/2019 in order that PPG members can understand what activity goes on in the background of General Practice. This is only a snapshot.</p> <p>ALMc – asked about the process for signing of EPS prescriptions. JT explained this is not a physical electronic signature this is all done through a GP smartcard and a unique PIN is used by the GP which then signs these prescriptions electronically.</p> <p>ALMc – Childhood Immunisations. Practice has achieved 98% uptake for their childhood immunisations which is a good achievement. JT reported that we continue to have issues with DNA's for Childhood Imms however we have a robust internal process whereby after 3 DNA's we notify the Health Visitor who then contacts the family. We also report this to our Safeguarding Lead.</p> <p>Discussion took place regarding the uptake of MMR vaccinations. JT reported that some parents do opt out of MMR vaccinations, however this is a</p>	

	<p>parental choice and unfortunately we are unable to force people to have vaccinations they choose not to.</p> <p>It was noted that the Practice participates in all the National vaccinations programmes.</p> <p>HPV vaccination from this year will also be offered to boys for the first time.</p>	
Friends and Family Data	<p>April 2019 – Friends and Family Data 95% of those surveyed would recommend the Practice to Family and Friends.</p> <p>JTw reported that across this City it is about 91-92%</p>	
Complaints/SEA's	<p>JT updated the group regarding feedback received from a patient regarding the lowered kerb access for wheelchair users at Barmston. NHS Property Services contacted, problem resolved. Compliment received from patient thanking the practice for their speedy response.</p>	
"Best of Health Awards"	<p>JT was delighted to report that the Practice won "GP Practice of the Year" at a recent awards ceremony. It was recognised that this was a great achievement for all concerned.</p> <p>This will be reported in the June newsletter.</p> <p>There will be a picture frame hung in all practices with the newspaper cuttings for all to see.</p>	ACTION: KD
Recruitment	<p>2 Practice Nurse posts currently out to advert, good response received, interviews 24th May 2019.</p> <p>Dr Quinton now in post and works across Barmston and Pennywell</p>	
Community Work	<p>Galleries – beautiful displays from Biddick Primary School focussing on the health improvements in the GP Contract around Obesity, Smoking and Health Eating. Members encouraged to wander down the corridor and view.</p> <p>KD reported</p>	
Any Other Business	<p>Councillor Snowdon – JT mentioned that Councillor Snowdon a PPG member had recently taken up</p>	ACTION: JT

	<p>her term of office as Lady Mayoress in Sunderland. The group would like to wish her well and hope she has a successful year.</p> <p>Trees at Pennywell – DR raise the issues of the overgrown trees at Pennywell alongside the car parking space which makes it difficult when getting out of the car. JT will discuss this with Pennywell neighbourhood Centre.</p>	
	<p>DETAILS OF NEXT MEETING</p> <p>Date: 25th JULY 2019 TIME: 4.30pm until 6pm Venue: Pennywell Medical Centre</p>	