



PPG MEETING
SUNDERLAND GP ALLIANCE PATIENT PARTICIPATION GROUP
26TH SEPTEMBER 2019


PRESENT: Mrs. Judith Taylor – Head of APMS Support Services
 Mr. Kevin Doran – Practice Manager (Galleries / Barmston)
 Mr. I A – PPG Chair
 Mr. D R – PPG Member
 Mrs P P – PPG Member
 Mrs VL– PPG Member
 Mr. T C – PPG Member
 Elaine Wilson – Communications & Engagement Officer SGPA
 Anne Lilley – SGPA Director

Karen Swaile, Clinical Services Manager – SGPA for Agenda Item 1

APOLOGIES FOR ABSENCE

Mrs. A F – PPG Member
 Mrs. A Mc – PPG Member
 Mrs A O’H – PPG Member
 Mrs D S – PPG Member
 Mrs B B – PPG Member

FLU VACCINATIONS OFFERED TO ELIGIBLE MEMBERS

	WELCOME AND INTRODUCTIONS	ACTION
Minutes of previous meeting	Copy of minutes of previous meeting for information  PPG Minutes 23052019.docx	ALL
	JT welcomed and introduced Elaine Wilson, Communications and Engagement Office, SGPA and also Anne Lilley – SGPA Director	
Matters arising from minutes 23 rd May 2019	DNA and Friends and Family now displayed on Practice TV’s for patients to see. Brick Pillar outside of Pharmacy in Barmston now	ACTION COMPLETE ACTION

	<p>repaired.</p> <p>FACT Electronic Leaflets – JT and KD liaised with Anjali, they are undergoing a revamp of all their marketing materials both electronic and paper format. Updated information will be sent to the practice in due course. Members agreed that this was an extremely informative presentative.</p>	COMPLETE
	<p>Best of Health Awards – Update Practice won “GP Practice of the Year and also Anne Lilly received an “Unsung Hero aware for the work in her own practice. Congratulations were offered to both.</p>	
	NEW AGENDA ITEMS	
Urgent Care and Extended Access Overview	<p>Karen Swaile, Clinical Services Manager for Extended Access attended the group and gave an overview of the service.</p> <p>Appointments for Extended Access can be made through GP or after hours through NHS 111.</p> <p>Discussion took place regarding what conditions/injuries can and cannot be seen in the service.</p> <p>Members shared some personal experiences of accessing the service.</p> <p>Discussion extremely informative and the group thanked Karen for attending.</p>	
Healthwatch Feedback	<p>JT gave an overview of feedback received from Healthwatch who had recently attended all three practices. Some very positives comments and experiences, some mixed reviews. The practice will work on the mixed reviews to collate themes</p>	ACTION KD & JT
Primary Care Networks	<p>JT gave an overview of Primary Care Networks. Primary Care Networks are bringing General Practice together wot work at scale. This will enable practices to have improved ability to recruit and retains staff, to manage financial and estates pressures and to provide a wider range of services to patients and to easily integrate into the wider health care system. There are 6 PCN’s in Sunderland and Washington.</p> <ul style="list-style-type: none"> ➤ Washington ➤ East ➤ North 	

	<ul style="list-style-type: none"> ➤ Coalfields ➤ West x 2 <p>Primary Care Networks are very much in their infancy stage and as they develop we will provide updates to the group.</p>	
Future Agenda Items and New PPG members	<p>JT explained that currently she adds everything to discuss to the Agenda, however did not this want to be a top down approach and wanted group members to add items for discussion, however not personal issues. Members to inform JT if they wished to add any items for discussion to the Agenda.</p> <p>We would like to try and attract new members to the PPG and suggested that if anyone had any ideas as to how we do this would they give this some thought and we will pick this up again at the next meeting. We felt that we perhaps need to try and attract younger members to the group to enable a varied age range. PPG members to forward details of anyone who wishes to join the group.</p>	ACTION ALL
"Young People's Health Checks"	<p>JT shared the recently devised leaflet for "Young People's Health Checks". JT also gave an update regarding the work the practice will be doing with secondary schools tackling early intervention around Mental Health issues. Dr Quinton to work with Oxclose Secondary School. Elaine asked if leaflet had been designed by "Young People". Anne Lilley working with Farringdon Academy and will take leaflet to their young people's group for their comments. JT advised that these leaflets had only been distributed within the practice and not externally. Based on comments received leaflets can be tweaked.</p> <p>Practice Nurses to hand to any patients they feel may benefit from this service. Discussed Gillick Competency re age range as age queried by PPG member.</p>	ACTION AL TO FEEDBACK
National Patient Survey	<p>Practice running a dual survey alongside the National Patient Survey. Results last year from the National Survey were very disappointing, however 13,000 patients on 138 questionnaires were sent out therefore return rate extremely low, therefore practice has decided to run their own to enable them to do a comparison.</p>	
Friends and Family and DNA	<p>Friends and Family Data for August 2019 shared 96% of patients said they would recommend the practice to their family and friends.</p>	

	<p>DNA's for August were 319 which is a reduction from the month before July was 438.</p> <p>JT gave an over of Econsult and how the practice is promoting the use of this. Econsult option has now been added to all DNA Letters to encourage patients who are persistent non-attenders and struggle to get to the practice to use Econsult.</p>	
Complaints/SEA's	<p>Complaints 0, SEA's reduction of 52 from last quarter to 4. Nothing significant to report. Explained to group members what a SEA is.</p>	
Recruitment	<p>Practice Pharmacist Vacancy – current Pharmacist leaves in December, out to recruitment 2 Practice Nurse Vacancies – out for the 3rd time New Lead Nurse starts on 21st October 2019 Still trying to recruit GP's.</p>	
Any Other Business	<p>Video Consultations – JT informed group members that the Practice will be "going live" with video consultation and these will start from 1st November 2019. Members reminded if they wish to use Video Consultations that they need to be registered for Patient Access and also these are for limited conditions such as a Mental Health Reviews and Medical Reviews.</p>	
	<p>DETAILS OF NEXT MEETING</p> <p>Date: 28th NOVEMBER 2019 TIME: 4PM Venue: Barmston Medical Centre</p>	