

Northway Medical Centre

Patient Participation Group

Minutes: 1 August 2022

1	<p>Attendees</p> <p>Anne Whitham, Yvonne Gittins, Tim Jevons, Ann Tighe, Harvey Woolf, Ray Humphreys</p> <p>From the practice:</p> <p>Dr Pritchard, Russell Gardner (practice manager), Ann Gill (practice secretary)</p> <p>Apologies:</p> <p>Peter Hawthorne, Paula Nickerson, Keith Tomlinson, Brenda Tomlinson, Carol Chapple</p>
2	<p>Election of PPG Committee 2022-2024</p> <p>The following people were nominated and elected to the roles of;</p> <ul style="list-style-type: none">• Chair: Anne Whitham• Vice chair: Peter Hawthorne• Treasurer: Paula Nickerson <p>No nomination for Secretary so Ann Gill will temporarily fill this role.</p>
3	<p>GP spotlight - Dr Pritchard advised as follows:</p> <ul style="list-style-type: none">• Ways of working – there is a greater use by patients of the telephone service 111 for advice. Laptops have been issued to GPs and nursing staff. There is 100% triage so that patients can be directed to the most appropriate member of staff (not always a GP). If a call back is required this can be done to a mobile or landline, whichever is most convenient for the patient. Specific times for these cannot be given, merely that it will be morning or afternoon. If, following that, a face to face appointment is necessary one will be arranged, often the same or next day.• Blood tests – some are being carried out at surgery but these are for long term conditions/ regular check-ups. This was introduced to ease the difficulties with the Dudley phlebotomy services. Generally blood tests must be by appointment made by telephone or on-line. [Tel 01384 244330 or 10384 365155 Mon – Fri 8am to 8pm, sat 9am to 3pm or the Dudley Group Foundation Trust website https://www.dgft.nhs.uk/patients-and-visitors/blood-tests/]• Covid boosters and autumn flu jabs – covid boosters are due to start on 5 September. Flu jabs from 26 September. This will be done in the same cohorts as previous occasions. Patients will be contacted to attend by the practice.• Extended hours arrangements – this will restart from 1 October. The offer will be 6.30 to 8pm Mon to Fri and 9am to 5.30pm on Saturday. This will be operated across various Dudley practices and Dudley Integrated Health Care (DIHC) Service at Brierley Hill. The Northway will do Tuesday evenings. Access will be via the National Booking System – ring 111.• PCN (Primary Care Network) and other network news – Dr Pritchard is resigning as Clinical Director of the PCN from 1 April 2023. The Black Country Clinical Commissioning Group (BCCG) replaced the Dudley CCG from 1 July 2022. It includes Wolverhampton, Walsall, Sandwell and Dudley. Its responsibility includes hospitals. Its purpose is to integrate care systems and is a partnership of organisations (including the DIHC) that come together to plan and deliver joined up health and care services.
4	<p>FootFall (www.northwaymedicalcentre.nhs.uk)</p> <ul style="list-style-type: none">• This is essentially an administrative site which allows things to be done online and information to be accessed without needing to ring the surgery. Eg users can request test results, request advice, ask questions, apply to become a new patient, seek health advice etc. It is improving all the time.• Repeat prescriptions can be requested via Patient Access (www.patientaccess.com)

5	<p>Staffing update</p> <ul style="list-style-type: none"> • A new part time GP has been appointed, Dr Cox. • The usual 1 August change of registrars is not happening this year. 3 current ones are staying for a few months more. It is not yet certain who the new ones will be. The website will be updated in due course.
6	<p>Statistics</p> <ul style="list-style-type: none"> • Year to Dec 2019 the practice offered 24842 appointments. The vast majority were face to face. DNA (did not attend) rate was 4%. • Year to Dec 2020 the practice offered 32231 appointments. Most were by telephone. DNA rate approx. 2% (602 instances) • Year to Dec 2021 the practice offered 74116 appointments (or contacts), which included for covid jabs. DNA rate was 35% • To end of July 2022 the practice has offered 28526 appointments. DNA rate has gone back to 4%. There was very little covid activity during this time. • Nationally there were 2.6% fewer GPs than there were in 2019 and 10% fewer GP partners.
7	<p>AOB</p> <ul style="list-style-type: none"> • Northway Medical Centre scored 97% patient satisfaction in the latest survey. It is rated “Good” • There is a joint PCN/PPG meeting scheduled for 6 September 2022 at 1.30pm at the Northway conference room. PPG members are welcome to attend. Please advise Ann Gill beforehand if you intend to attend. There will be a presentation about how things will work in the future. • Patients do not have to tell the receptionist the reason for their call. They can say “it’s personal”. Whoever calls them back may refer them to a more appropriate professional. A doctor is not always the most appropriate. • If a patient is unhappy with something which they experience at the surgery (eg overhearing comments made by staff in the office) then a complaint may be made using the complaints procedure. This can be anonymous but if so, clearly no response can be given. • The pre-pandemic intention to have a blood pressure machine in reception has been abandoned.
8	<p>Date of next meeting</p> <p>Monday 10 October 2022 at 2pm in the conference room at Northway Medical Centre.</p> <p>Note:</p> <p>Agenda items from PPG members should be sent to Anne Whitham no later than Monday 3 October.</p>