

## Northway Medical Centre

### Patient Participation Group

Minutes: 10 October 2022

1	<p><b>Attendees</b></p> <p>Anne Whitham, Yvonne Gittins, Tim Jevons, Peter Hawthorne, Keith Tomlinson, Brenda Tomlinson, Carol Chapple, Ray Humphreys</p> <p>From the practice:</p> <p>Russell Gardner (practice manager),</p> <p><b>Apologies:</b></p> <p>Harvey Woolf, Ann Tighe, Paula Nickerson, Mr Fessey.</p> <p>Dr Pritchard, Ann Gill (practice secretary)</p>
2	<p><b>Minutes of previous meeting</b></p> <p>The minutes of the 6 September 2022 meeting were considered and approved.</p>
3	<p><b>GP spotlight</b> – Russell Gardner in Dr Pritchard’s absence advised as follows:</p> <ul style="list-style-type: none"><li>• <b>Rollout of covid boosters and autumn flu jabs</b></li></ul> <p>There are presently supply problems with the covid booster. To date approx. 500 covid and 900 flu jabs have been given at Northway. Another batch is due for delivery this week. Delivery so far has prioritised over 75s, patients in care homes and housebound patients. Vaccinations are being delivered on Tuesdays and ad hoc depending on availability of vaccine. From 15 October patients over 50 years old will start to be contacted. Last week 1600 covid vaccinations were delivered to the PCN and these have to be shared amongst all the practices. Up until last week all were Moderna. This week it was Pfizer. All available covid vaccines are being used. There is no availability problem with flu vaccination.</p> <ul style="list-style-type: none"><li>• <b>Shingles</b> – AW mentioned an awareness/information campaign being run on the TV. RG advised that shingles jabs are being offered to patients who meet the criteria for receiving the vaccination. The criteria are recipients should be between 70 -79 years old. This can be given at any time of year. The shingles vaccination is not available to over 80s as its effectiveness is less in this age group. The practice is being proactive in offering this one-off vaccination.</li><li>• <b>Extended hours arrangements</b> – the arrangements came into effect 1 October. The times are Mon-Fri 6.30 to 8pm and Sat 9.00am to 5pm operating across various Dudley practices and Dudley Integrated Health Care (DIHC) Service at Brierley Hill. The Northway will do Tuesday evenings. Lower Gornal and Bath Street will use Northway premises other evenings. 22% of Saturday appointments at Brierley Hill have been allocated to our PCN.</li><li>• <b>Physiotherapy services</b> - The PCN has a “first contact” service with Dan Heart. He covers all practices in the PCN and is based primarily at Northway. The referral service is managed from Russells Hall. The practice contacts Dan where it is considered patients will benefit. Wait time from referral to appointment is short, being a matter of days. Feedback on the service is PCN wide rather than by specific practices.</li><li>• <b>Phlebotomy services</b> – RG advised that a new phlebotomy facility has been created at Merry Hill shopping centre. This is an appointment only service and is in addition to other sites where blood tests can be obtained. The usual blood test form is being replaced by a sticker which must be taken to the appointment.</li></ul> <p>[Note: this service commenced 11 October 2022. Appointments can be booked online <a href="https://www.dgft.nhs.uk/patients-and-visitors/blood-tests/">https://www.dgft.nhs.uk/patients-and-visitors/blood-tests/</a> or by phone 01384 365155. Opening times are Sun 10.10 to 15.50. Mon-Fri 8.10 to 18.50. Sat 8.10 to 17.50. <b>The Blood Test Centre</b> is located on the lower mall on the “Debenhams leg” at the far end, round the corner, opposite the NatWest bank. ]</p>

4	<p><b>Practice matters</b> – Russell Gardner advised as follows;</p> <ul style="list-style-type: none"> <li>• <b>Access doors into the surgery difficult for patients in wheelchairs or with push chairs to manage.</b> - The Northway has a staff member who uses a wheelchair and has not reported a problem. The practice is DDA compliant. Concerns were expressed that it would be difficult to manage opening the first door, manoeuvring in the space between doors to open the 2<sup>nd</sup> door. Also, if one of the double doors was bolted it could be difficult to manage a wide chair or pram. The possibility of having a door bell to summon assistance from staff was mentioned. <ul style="list-style-type: none"> <li>○ <b>Action point – Russell to discuss with doctors and report back to next PPG</b></li> </ul> </li> <li>• <b>Complaints / compliments</b> – there have been less than 20 complaints in the last year. An annual report is made to NHS England as to complaints (they are not interested in compliments). There have been more compliments. Compliments and thanks are shared with staff at regular practice meetings. The practice has a formal complaints procedure. The practice manager writes to the complainant to acknowledge all formal complaints, advising these will be investigated and discussed with Drs Pritchard and Moran. The complainant is then advised of the outcome. Recent complaints have included <ul style="list-style-type: none"> <li>○ 3 patients being asked to register with other GP practices after having moved out of the practice catchment area. [Note: the patient numbers for the practice have increased from approx. 6200 to 6500 in the last year.]</li> <li>○ 1 person complaining about not being given an appointment at the time they want (ie now), despite being offered 3 different times, including the first available one on the day of request.</li> </ul> </li> <li>• <b>Staffing update</b> - The practice has 5 registrars:  Dr Siddarth Jain - until end October  Dr Zahra Batool  Dr Hummayun Tariq  Dr Smita Shrestha  Dr Alsharifeh Alluhaymaq  And a paramedic - Holly Hambleton <ul style="list-style-type: none"> <li>○ <b>Action point – Russell to arrange for the names of these staff to be included on the practice website.</b></li> </ul> <p>There is no difficulty in finding registrars as the practice is well established as a training practice. The problem is getting them to stay as GPs.</p> </li> <li>• <b>Patient records</b> – digitising records are a matter for the future. There is an intention to get all health records onto one platform.</li> <li>• <b>Suggestion box</b> – it was suggested the practice has a suggestion box. Recognising that this would mean someone checking the box regularly and that sometimes requests for repeat prescriptions might be put there in error, the PPG considered it worth trialling and review after 3 months. <ul style="list-style-type: none"> <li>○ <b>Action point – Russell to organise and report back at the next PPG meeting.</b></li> </ul> </li> </ul>
5	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>• AW advised that Mr Fessey has resigned from the PPG for personal health reasons. AW thanked Mr Fessey for his contribution to the PPG over the years.</li> </ul>
6	<p><b>Date of next meeting</b></p> <p>Monday 23 January 2023 at 2pm in the conference room at Northway Medical Centre.</p> <p><b>Note:</b></p> <p>Agenda items from PPG members should be sent to Anne Whitham no later than close of business Monday 16 January.</p>