

**Northway Medical Centre**  
**Patient Participation Group**  
**Minutes: Monday 11 December 2023**

1	<p><b>Attendees:</b>  Anne Whitham, Harvey Woolf, Tim Jevons, Peter Hawthorne, Paula Nickerson, Carol Chapple, Lesley Flavell.  From the practice: Russell Gardner (Practice Manager), Dr S Hughes, Ann Gill (Practice Secretary).  <b>Apologies:</b> Yvonne Gittins.</p>
2	<p><b>Minutes of previous meeting</b>  The minutes of the 18 September 2023 meeting were considered and approved.  <b>Update on Action points from last meeting</b></p> <ul style="list-style-type: none"> <li>• Newsletters and distribution using the ACCURX system – RG will sort out sending these via the ACCURX system.</li> <li>• Dudley Outcomes Framework (DOF) is to continue until 1 April 2025.</li> <li>• New telephone system is now installed.</li> </ul> <p>• Minutes of PCN 17 October – AW had sent these for information. No comments made.</p>
3.	<p><b>GP spotlight</b> – Dr Hughes</p> <ul style="list-style-type: none"> <li>• As of 15 Dec no more covid vaccinations are available.</li> <li>• Over the next three months the practice will be increasing its capacity in primary care by making available more appointments. More staff have been taken on (see below)</li> </ul>
4	<p><b>Practice matters</b></p> <ul style="list-style-type: none"> <li>• <b>Staffing update</b> – Registrars – the practice has 3 new ones – Dr Mahmoud Galala and Dr Sunday Okpokwu for 8 months and Dr Sneha Rajadurai for 4 months.</li> <li>• <b>Phone system</b> – a new router and broadband has now been installed. It should be up and running next week.</li> <li>• <b>Friends &amp; Family</b> – there have been 124 responses. 111 are very good, 10 good, 2 poor, 1 very poor. This last one has been dealt with as a complaint and has been resolved satisfactorily. These results have to be submitted to the ICB and PCN monthly.</li> <li>• <b>Did Not Attend (DNA) figures</b> – between 1 September and 30 Nov there were 588 DNAs for appointments. This is 4.7% of patients. The DNA appointments were mostly covid bookings made online where patients did not turn up. The practice is offering more appointments than it is contracted to do (contracted to see 75 per 1000 patients). The practice receives no extra pay for this. Capacity and access is a key matter for the NHS and the Northway is already doing this.</li> <li>• <b>Practice dashboard of key performance indicators</b> - RG advised the Dudley Quality Outcomes Framework (Dudley QOF) is what the practice works towards. It is monitored monthly and the practice is ahead of where it expected to be. The practice is always looking to improve their scores. There is a weekly practice meeting to discuss performance.</li> <li>• <b>Covid and flu jabs</b> – RG said over 1300 covid booster jabs had been given to those eligible. 85% of over 65 year olds and 53% of at risk under 65 year olds had had vaccinations. This represented a slight down turn of covid jabs being taken up.</li> <li>•</li> </ul>
5	<p><b>Northway Newsletter/Bulletin No 2</b>  AW had circulated a draft of Bulltin no 2 she had prepared. This included the estimated cost of missed appointments with GPs. Dr Hughes and RG said the figure used should be £45 each rather than the £30 (2019 figure) used by AW. AW to amend and let RG have an amended version to put on the practice website.</p>

6	<p><b>NHS contract with Palantir to create new NHS data platform</b></p> <p>HW raised this. He asked for the views from the profession on this new development. SH said the new data base would not include GP data. He explained the aim was to enable clinicians to make better decisions about patient care. There are presently lots of different systems in use in hospitals and they are not all accessible across health authorities. The new system would enable these different systems to “talk” to each other and consequently information could be shared/ accessed more widely. It is likely that Artificial Intelligence (AI) will be more involved in the future. This would free up more human time for carrying out health care.</p>
7	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>• RG thanked members of the PPG for their contributions during the year.</li> <li>• On behalf of the PPG AW thanked the practice for the Christmas refreshments before the meeting.</li> <li>• The PPG members said they were very happy with the performance of the practice throughout the year and thanked the practice for their hard work. AW asked that these thanks be passed to all members of the practice staff.</li> </ul>
8	<p>Date of meetings for 2024 (all at Northway)</p> <ul style="list-style-type: none"> <li>• PCN/PPG - Tuesday 16 January 1.30pm</li> <li>• PPG – Monday 12 February 2pm</li> <li>• PCN/PPG - Tuesday 9 April 2024 – 6.30pm</li> <li>• PPG - Monday 3 June 2024 2pm</li> <li>• PCN/PPG - Tuesday 2 July 2024 – 6.30pm</li> <li>• PPG - Monday 2 September 2024 2pm</li> <li>• PCN/PPG - Tuesday 1 October 2024 – 1.30pm</li> <li>• PPG - Monday 2 December 2024 2pm</li> <li>• PCN/PPG - Tuesday 7 January 2025 – 1.30pm</li> </ul> <p>AW asked the PPG members to note their diaries accordingly.</p>