

**Northway Medical Centre**  
**Patient Participation Group**  
**Minutes: Monday 12 February 2024**

1	<p><b>Attendees:</b>  Anne Whitham, Harvey Woolf, Tim Jevons, Peter Hawthorne, Yvonne Gittins, Carol Chapple, Lesley Flavell.  From the practice: Russell Gardner (Practice Manager).  <b>Apologies:</b> Paula Nickerson, Dr Hughes, Ann Gill.</p>
	<p>Before the meeting commenced AW noted the death of Dr Alan Parkes. He had been a GP at the Northway for many years. On behalf of the PPG his contribution to the practice was acknowledged. RG advised that a book of condolence was available in reception for people to sign.</p>
2	<p><b>Minutes of previous meeting</b>  The minutes of the 11 December 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 advised this was still on his to-do list. He undertook to sort this by the end of the week.</li> <li>• New telephone system is now up and running.</li> <li>• Minutes of PCN 16 January 2024 – these are not yet available. AW will send these for information when available.</li> </ul>
3.	<p><b>GP spotlight</b> – Dr Hughes</p> <ul style="list-style-type: none"> <li>• As Dr Hughes was unable to join the meeting no update was available.</li> </ul>
4	<p><b>Practice matters</b></p> <ul style="list-style-type: none"> <li>• <b>Staffing update</b> – Dr Batool has finished her placement at Northway and moved on. She has been replaced by Dr Mihirini Amarapathy. Zara Raqoob (Physician Associate) has returned to the practice. She will alternate between Northway and Lower Gornal practices.</li> <li>• <b>Practice dashboard of key performance indicators</b> - RG advised the Dudley Quality Outcomes Framework (Dudley QOF) has 70 domains (targets) to hit. Northway is in the top threshold of 36 of these. Thresholds relating to longer term conditions (eg annual reviews) have not been met. This is because delivering flu and covid jabs was prioritised. Focus is now on catching up with these long term conditions. The practice is always looking to improve their scores. There is a weekly practice meeting to discuss performance.</li> <li>• <b>New patients</b> – approximately 1000 new patients have been added to the practice.</li> <li>• <b>ICB (Integrated Care Board)</b> – is looking for primary care to do more work so as to relieve pressure at A&amp;E.</li> <li>• <b>Performance</b> – Between 1 October and 31 December 9161 face to face appointments were made, of which 5604 were with doctors (GP or registrar). 6670 appointments were given on the same day as requested. Northway has 6 trainee GPs with a range of ST1 and ST2 (ie year 1 or year 2 of training).</li> <li>• <b>Friends &amp; Family</b> – in January there were 217 responses.185 are very good, 18 good, 7 neither good/bad, 5 poor and 1 very poor. As these responses are anonymous they cannot be followed up. Results have to be submitted to the ICB and PCN monthly.</li> <li>• <b>Did Not Attend (DNA) figures</b> – between 1 November and yesterday there were only 140 DNAs for appointments. This is about 2% of patients. That is about 500 less than expected. 1348 patients cancelled appointments.</li> <li>• <b>Pharmacy First</b> – this service began on 31 January. Patients can go to a pharmacy for advice/treatment for 7 minor ailments. These are sinusitis, sore throat, shingles, impetigo, insect bites, uncomplicated UTI in women, ear infections. RB did not expect this to make much difference to the surgery. The practice telephone triage system will refer</li> </ul>

	callers to the pharmacy. However, not everyone wants to go to a pharmacist and not all pharmacies have staff with the necessary expertise.
5	<p><b>PCN meeting 16 January 2024</b></p> <p>HW and YG attended from Nothway PPG. HW gave a brief overview of the meeting. There were various speakers and all had been interesting. AW urged PPG members to attend these meetings as they covered wider issues than the PPG.</p> <p>AW undertook to circulate the minutes of the PCN when available.</p>
7	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>• There was no AOB</li> </ul>
8	<p>Date of meetings for 2024 (all at Northway)</p> <ul style="list-style-type: none"> <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>