

Northway Medical Centre
Patient Participation Group
Minutes: Monday 2 September 2024

1	<p>Attendees: Anne Whitham, Harvey Woolf, Lesley Flavell, Paula Nickerson From the practice: Russell Gardner (Practice Manager), Ann Gill. Apologies: Dr Hughes, Dr Pritchard, Tim Jevons, Peter Hawthorne, Yvonne Gittins, Carol Chapple</p>
2	<p>Minutes of previous meeting The minutes of the 2 February 2024 meeting were considered and approved. (Note the PPG due in June had been cancelled) Update on Action points from last meeting</p> <ul style="list-style-type: none"> • Newsletters and distribution using the ACCURX system – RG advised that the ICB pay for items distributed on the ACCURX system and they wanted this to be kept to a minimum. He will discuss this with ICB. He said that some copies of the last one had been printed off and made available at reception and said patients could always view newsletters on the practice website. • AW said we needed to produce a newsletter before it could be distributed and asked for contributions for the next one.
3.	<p>GP spotlight – As Dr Hughes was unable to join the meeting this matter was covered by RG.</p> <ul style="list-style-type: none"> • GP vote nationally to work to rule – RG advised that the GPs at the Northway were not working to rule. They had concluded that to do so would create more problems and a huge backlog of work. They are working as normal. AW thanked the practice on behalf of the PPG and patients for continuing to do so. • RG advised that patient numbers at the practice had increased by approx. 1500 in the last 3 years.
4	<p>ICB (Integrated Care Board) offer to run an event to promote the use of the NHS app – AW advised that the ICB had contacted Ella Thompson (Ridgeway surgery) as contact for the PCN. They are offering to run either a half or full day event to promote the use of the NHS app and to help patients register on it and to use it. They need support from practices. Discussion and decisions as follows:</p> <ul style="list-style-type: none"> • Agree with Ridgeway that representative from ICB be invited to the next PCN (Tues 1 October at 1.30pm) to discuss. What are the practicalities? Have they run any elsewhere? How do they intend to publicise the events? • EMIS and NHS app can both be used. NHS App is not intended to replace EMIS. The NHS app allows access to both hospital and GP patient information, whereas EMIS only covers GP patient information.
5	<p>Practice matters</p> <ul style="list-style-type: none"> • Staffing update – Dr Orhi (FY2 training) had joined the practice for 6 months. Also Dr Kian Shendi (ST1 speciality training year 1). A new apprentice has been appointed to the reception team. • Vaccinations – <ul style="list-style-type: none"> ○ RSV (Respiratory Syncytial Virus) vaccinations are being given to patients who are between 75 and 79 years old. This is from the beginning of September. ○ Flu vaccinations will be given from 3 October. ○ Covid boosters will be available from 3 October and may be given at the same time as the flu jab. • Practice dashboard of key performance indicators - RG advised that the practice is just ahead of where it wants to be on the Dudley Quality Outcomes Framework (Dudley QOF). Last year the practice met all of the targets apart from child immunisation. This is mostly due to not being able to immunise all children in hard to reach sections of the community. The practice is always looking to improve their scores. There is a weekly practice meeting to discuss performance.

	<ul style="list-style-type: none"> • Friends & Family – in August there were 326 responses. 292 are very good, 29 good, 7 neither good/bad, 2 poor and 3 very poor. As these responses are anonymous they cannot be followed up. However, 2 of the very poor scores had answered positively elsewhere in the questionnaire so are probably not really “very poor”. Results have to be submitted to the ICB and PCN monthly.
6	<p>National Patient Survey 2024 results</p> <p>These have now been published. Results for all GP practices can be found at https://www.gp-patient.co.uk/practices-search</p> <p>AW had produced a summary of Northway Medical centre scores compared with national average scores. Northway scores were better than the national average on 18 out of 20 questions analysed. The overall experience of the Northway was 93%, 19% better than the average.</p> <p>It was noted that the questions this year reflect a move towards digital access and use of the NHS app so this year’s results are not directly comparable to previous years.</p> <p>AW commended the practice on behalf of the PPG. Well done!</p>
7	<p>PCN meeting 2 July 2024</p> <p>AW and HW attended from Northway PPG. AW 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. The next PCN would be Tuesday 1 October at Northway.</p>
8	<p>AOB</p> <ul style="list-style-type: none"> • There was no AOB
9	<p>Date of meetings for 2024 (all at Northway)</p> <ul style="list-style-type: none"> • PCN/PPG - Tuesday 1 October 2024 – 1.30pm • PPG - Monday 2 December 2024 2pm • PCN/PPG - Tuesday 7 January 2025 – 1.30pm <p>AW asked the PPG members to note their diaries accordingly.</p>