**Northway Medical Centre**

**Patient Participation Group**

**Minutes:** Monday 12 June 2023

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| 1 | **Attendees:**Anne Whitham, Harvey Woolf, Yvonne Gittins, Tim Jevons, Peter Hawthorne, Keith Tomlinson, From the practice: Russell Gardner (Practice Manager), Dr S J Pritchard, Ann Gill (Practice Secretary) **Apologies**: Paula Nickerson, Carol Chapple, Lesley Flavell.**Resignations:** AW advised that she had received emails from Ann Tighe and Kevin Jones to say they resign from the PPG. It was noted that at the previous PPG on 20 March Keith Tomlinson had resigned from the PPG. |
| 2 | **Minutes of previous meeting**The minutes of the 20 March 2023 meeting were considered and approved.**Update on Action points from last meeting*** **Updating staff names on the website** –RG gave the names of the 6 registrars at the practice. These are : Dr Mohammed Ali, Dr Zara Batool, Dr Adnan Ahmed, Dr Humayun Tariq, Dr Ain Kamarudin, Dr Preneetha Konka.
* **Provision of a Suggestion box** – there have been no suggestions put into the suggestion box.
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| 3 | **Contents of home first aid kit and medical kit (Carried forward from last PPG meeting) –** Discussion of items it would be useful to have at home. This would encourage people to be more proactive in managing their own healthcare. Items identified which people may wish to consider for themselves include: **Kit**: - blood pressure monitor – Dr Pritchard agreed this would be useful. Patients could send readings via email prior to a consultation. Ideally a cuff monitor rather than a wrist monitor.Thermometer – particularly useful with small childrenPulse oximeter – these had been useful during the covid pandemic **Medication**: paracetamol, antihistamine tablets/cream, sticking plasters |
| 4 | **GP spotlight –** Dr Pritchard advised he no longer has a leadership role within the PCN and is therefore not as aware of what is going on as he used to be. He advised that Dudley is going through big changes. DIHC (Dudley Integrated Health Care) will be disappearing. The ICB (Integrated Care Board) is more remote from primary care. Their responsibility included hospitals and they are the ICB’s main focus rather than primary care.The government’s focus seems to be on access. This will be to a wider team of professionals, not just GPs. The GP contract requires GPs to have 75 appointments per 1000 patients per week. The Northway practice provides approximately twice this. He advised that the professional staff at the Northway are very competent. Not all patients need to see a GP. |
| 5 | **Notices in the waiting room** **at the Northway Surgery.**Various matters relating to notices in reception/waiting area had been raised with AW by a patient visiting surgery. RG advised he had checked the notices in the last few days and removed any not current. The situation in relation to the matters raised is as follows:* The screen on which patients report their arrival for an appointment instructs patients to book in on screen. Therefore no separate notice instructing patients to do so is needed.
* The notices relating to the wearing of face masks to be worn at all times are headed as “guidance” rather than mandatory. It is not currently necessary to wear one.
* Results of blood tests – there is no notice relating to this.

**With regard to blood tests**, RG advised that there are presently circa 150 blood test forms waiting to be collected by patients from the surgery. One is needed before a patient can get a blood test. Dr Pritchard advised that if the results of a blood test show abnormality and there is a need for some follow up the surgery will contact the patient by phone. If the patient cannot be contacted after several phone calls, then by letter. The surgery will not contact patients where results are within a normal range. Dr Pritchard said it was possible to look up one’s test results online if you are registered for online access.All agreed that information displayed in reception should be relevant, up to date and useful. |
| 6 | **Practice matters** – Russell Gardner advised as follows:* **Appointment Stats** – between 1 April and 31 May 2023 there were 8080 appointments available. Of these 6783 were booked (approx. 84%). Of these there were 269 (4%) Did Not Attend (DNAs) and 990 (14.5%) cancellations. There was a higher volume of appointments, DNAs and cancellations than usual due to spring boosters being given.
* **Registrars** – Northway currently has 6 (see above for names). They do a minimum of 4 months. Some are part time. The usual rotations take place in August and April. Currently none of the current ones are leaving.
* **GP Assistants** – the practice is currently interviewing for 2 posts. The role is to support GPs . The role has a small element of medical work – eg health checks, vaccinations.
* **Covid** – there are no plans to give boosters to under 75s apart from those who are vulnerable. A covid jab will be given with the flu jab in the autumn.
* **Practice website –** a new provider, MySurgeryWebsite, will replace Footfall. It will look the same as the current website. All practices within the PCN will have the same provider. The ICB is scrutinising it. More medicine will be done via text and e-consultation. This is an NHS requirement not a practice initiative.
* **Patients who are not tech-savvy** – some concern was expressed for patients who are not on-line and don’t have smart phones. Dr Pritchard advised that NHS Inequalities does address this. The tech enables practices to identify which patients have not been in contact for a while. Those patients can then be telephoned.
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| 7 | **Newsletter/Bulletin** – AWhadincluded a copy of the Ridgeway Newsletter with the agenda and RG provided a copy of the Lower Gornal newsletter. AW had also provided a draft Northway Bulletin for consideration. This included some short summaries of health articles from the recent news. Newsletters/Bulletins were considered to be a good and useful item. Discussion as to whether these could be sent out to all patients using the ACCURX system**. RG to investigate**.Suggested that AW add an item on bowel screening to the draft Northway Bulletin. **AW to edit the draft bulletin.**  AW said it was burdensome for one person to compile a new bulletin and perhaps other members of the PPG could contribute items. She also suggested that newsletters be shared between surgeries and things borrowed from other ones if thought useful.  |
| 8 | **AOB** * AW reminded people of the DIHC event, “The Doctor Will See You Now”, at Brierley Hill Civic Hall on Wed 14 June from 5-7.00pm to help shape plans for the future.
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| 9 | **Date of next meeting**Joint PPG/PCN on Tuesday 6pm in the conference room at Northway Medical Centre. |