

Northway Medical Centre
Patient Participation Group
Minutes: Monday 18 September 2023

1	<p>Attendees: Anne Whitham, Harvey Woolf, Tim Jevons, Peter Hawthorne, Paula Nickerson, Carol Chapple, Lesley Flavell. From the practice: Russell Gardner (Practice Manager), Dr S Hughes,. Apologies: Yvonne Gittins, Ann Gill (Practice Secretary)</p>
2	<p>Minutes of previous meeting The minutes of the 12 June 2023 meeting were considered and approved. Update on Action points from last meeting</p> <ul style="list-style-type: none"> • Registrars – the practice has 2 new ones – Dr Heng and Dr Cabada. Dr Tariq has qualified as a GP and has left. The PPG expressed their pleasure and congratulations on his qualification but dismay at his leaving. • GP Assistant – the post has been filled by Mrs Pritchard (Dr Pritchard's wife). The post has clinical and administrative elements. • Newsletters and distribution using the ACCURX system – RG had looked into this and said it would be possible to do this using Microsoft Form Notification. However, due to work pressures it has not been set up. •
3	<p>NHS GP Patient Survey</p> <ul style="list-style-type: none"> • Results for Northway Medical Practice and other surgeries in Sedgley, Coseley, Gornal PCN. Copies showing the summary results for all 8 practices within the Sedgley, Coseley, Gornal PCN had been circulated and were available at the meeting. The results for Northway are very good. The PPG queried the results for Q4 (%of patients who usually get to see or speak to their preferred GP when they would like to). The 2023 score was 19% whereas Ridgeway score was 75%. Dr Hughes suggested that this may be because Northway had only 2 GPs, Drs Pritchard and Moran, and more registrars. Supervision of registrars takes GP time and being a training practice means registrars have to see patients. The PPG gave credit to the practice for scoring so well in the survey. Apart from Q4 Northway scored better than the national score in all other areas. RG said the northway was the best performing practice in the Black Country.
4	<p>GP spotlight – Dr Hughes AW welcomed Dr Hughes to the practice. He has replaced Dr Pritchard as the second GP in the practice. Dr Hughes introduced himself. He was a registrar at Northway 13 years ago and has most recently been a GP at Moss Grove, Kingswinford. He is local and lives in Wolverhampton.</p> <p>PH said that the PPG needs a better sense of purpose. We need support and challenge. Did Dr Hughes have any suggestions as to what the practice requires from us and how we can be more purposeful? RG suggested maybe some community events offering simple health checks (eg blood pressure) – but how far and detailed do we want to be? He asked what the PPG want to do and said the practice would be supportive. AW suggested that something PCN wide could be done.</p>
5	<p>Practice matters</p> <ul style="list-style-type: none"> • Staffing update – as above at Item2. AW asked if all Dr Pritchard's patients had been transferred across to Dr Hughes. Yes they have. • Current issues and priorities for the practice – RG said there are presently 5 staff off with covid. The immediate priority is getting through the flu and covid vaccination programme. Giving vaccinations for shingles for patients who meet the criteria is a priority. • Does the practice have a dashboard of key performance indicators? RG advised the Dudley Quality Outcomes Framework (Dudley QOF) is what the practice works towards. It is unique in England. There is a national QOF but the Dudley QOF is national QOF plus

	<p>extra items. These are local enhanced services for certain conditions and long term conditions prevalent in the community. These include early detection. For example, blood tests in Dudley include analysis for kidney function. It also includes calling patients for review appointments of long term conditions. The DQOF also includes secondary care, home care and a medicine management team. The practice is always looking to improve their scores. Last year the Northway scored 97%.</p> <p>Note that the Dudley QOF is disappearing due to the merger of Dudley with the ICB and other Black Country areas. There will be “enhanced services” which means practices get paid for doing extra things. These are preventative measures.</p> <ul style="list-style-type: none"> • New telephone system – this is on order. There is a 6-8 week wait. It will be a cloud based system. It will include a call-back arrangement so callers are not kept hanging on. The phone numbers will not change. • Covid and flu jabs – RG said the NHS was changing the requirements. Initially vaccinations were to be given to the over 75s. Now it is over 65 and the start has been brought forward a month. Where possible (ie where supplies are available) both flu and covid vaccinations will be given at the same appointment.
6	<p>AOB</p> <ul style="list-style-type: none"> • No items.
7	<p>Date of next meetings (all at Northway)</p> <ul style="list-style-type: none"> • PCN/PPG - Tuesday 17 October 2pm • PPG – Monday 11 December 2pm • PCN/PPG - Tuesday 16 January 2024 – 1.30pm