**VICTORIA MEDICAL CENTRE**

PATIENTS PANELAGENDA FOR MEETING TO BE HELD ON

Thursday, 23RD november 2017 at 2.00pm

1. WELCOME AND INTRODUCTION OF ANY NEW MEMBERS

2 APOLOGIES FOR ABSENCE

3. MINUTES OF THE LAST MEETING HELD ON 12th OCTOBER 2017

4. MATTERS ARISING

7.1 Protocols re Immunisations and contact: See response at Item 7 of minutes

8.1 Electronic Communications with The Glen: Action outstanding

8.2 Details of other surgeries operating extended hours: See 8.2 of minutes.

8.3 Up-dating of Display Screen: Action complete, see response at 8.3 of minutes.

8.5 Queries and Questions

8.5.1 On-Line Services – See response at 5.4 from Practise Manager

8.5.2 Question re Protocols and Immunisation – See Response at Item 7.

8.5.3 Electronic Communications with The Glen - See response at 8.1

8.5.4 Talk on Dementia – See Response at 8.5.1

8.5.5 Carers attendance at Panel Meetings? – Response given at meeting.

8.5.6 Audit by CQC? See response at 8.5.3 of minutes

8.5.7 Ratios between GP’s and Patients? See response at 8.5.4 of minutes

8.5.8 Which Magazine Article - Attached

8.5.9 Hearing Aids? See response at 8.5.6 of minutes

8.5.10 Post Meeting Note

5. QUESTIONS, QUERIES, CONCERNS OR ISSUES TO BE DISCUSSED WITH            DOCTORS OR PRACTISE MANAGER (AT).

6. ANY OTHER BUSINESS

7. TIME AND DATE OF NEXT MEETING: 4TH January 2018

Signed

**M. Hardy**

Malcolm Hardy

Chair /Panel Co-ordinator

Distribution:

Practise Manager

Panel Members

Bliss=Ability

File

Cfi Dr. Singh

Dr. Saraf

VICTORIA MEDICAL CENTRE

PATIENTS PANEL

(PATIENTS PARTICAPATION GROUP)

MINUTES OF THE MEETING HELD ON THURSDAY, 12th OCTOBER 2017

1. Introductions

MH had, prior to the start of the meeting introduced new members to one another.

2. Apologies for absence:

No apologies have been received.

3. In attendance:

Patient representatives: Malcolm Hardy (MH), Teresa Thomas (TS), Peter Tallack (PT).

Annette Thompson (AT), Jennifer Bridges, Practise representative: Alex Farthing (AF) and Kiera Allden? (Guest).

4. Minutes of Previous Meeting

The minutes of the previous meeting held on 31st August were agreed as a true record and signed by the Chair.

5. Matters Arising

5.1 Previous item 5.3, (Constitution) MH reported that following a query at the previous meeting with respect to paragraph 6 of 5.1 (3 or more members shall form a quorum at meetings of the Panel. In the case of equality of voted the chair will have a second or casting vote). Further advice has been taken with South Tyneside Councils Democratic Service Department as was suggested at the last meeting who have confirmed that such an entry is standard practise within formal meetings. As such MH will be requesting that approval will be given under item 5 of the agenda for acceptance of the constitution.

5.2 Previous item 6.1 (Blood Tests) Patient query as to Reception Staff contacting patients informing them that the Doctor wanted to see them but it is nothing to worry about, could they be a bit more explicit? AF has provided a response as detailed within these minutes and also, as usual following each meeting MH meets with the Practise Manager (AT) she confirmed that patients would be given as much re-assurance as possible.

5.3 Previous item 6.4 (Access to patients records by other Doctors), A response was provided within the minutes as well as a Patient Information Leaflet regarding GP Extended Access which was attached to the minutes for all members of the Panel.

5.4 Previous item 6.5 (‘On Line’ Services and access to a Patient’s own records:-

This was discussed with the Practise Manager (AT) immediately following the Panel Meeting. She explained the protocol and that whilst some basic records could be viewed many were ‘Coded’ and would not be understood, patients can access their records at the surgery but there would be an administrative charge which could be as much as £50.00, these charges are set by the BMA. A copy of a leaflet’s ‘Patients Requesting Access to Medical Records’ and Patient online Access’ were provided and attached to the minutes for all Panel Members.

A query was made as to if Patients could see the result of Blood Tests on line?

***AF responded that this was not possible.***

A further query was with regards to when a patient visits their GP after an appointment was made for them following a visit to Hospital and the GP asks, “What can we do for you” apparently unaware of their Hospital visit!

***AF stated that this has been addressed***.

PT raised a query with regards to his difficulty in obtaining an appointment, he was informed that no appointments were available that week and that he would need to call again next week, his wife had also attempted to make an appointment ‘On Line’. He was later able to make an appointment by calling into the surgery immediately upon opening time.

TT commented that on the difficulties in trying to arrange an appointment by phone, she did not have access to a computer and lived too far away to easily call into the surgery at opening time.

***AF commented that patients who have difficulties in making an appointment early in the morning should be able to arrange one if they ring later in the day.***

***AF also informed members that appointments can only be booked a week in advance, a number of appointments are kept for urgent access to a GP and patients can normally get an appointment within a week.***

***Response from Practise Manager: On-Line Services are available 24/7 and same day appointments are released at 7.45 each morning. It is requested that patients utilise same day appointments for urgent medical needs, further advice is available from reception staff.***

6. Constitution

Further to the response given at 5.1 above MH requested that acceptance of the Constitution be agreed. This was moved by PT and the document signed by the Chair.

7. Questions, Queries, Concerns or Issues.

AT raised a query regarding Protocols; her daughter had contacted the surgery regarding Annette’s grandchildren and their immunisations. She had first contacted the school who, in turn informed her to contact her GP. She had phoned the surgery and was told the GP’s could not do this, she requested a call back from a nurse but none was received, she has tried all possible avenues but the children have still not been immunised, she further commented that Kim had been extremely helpful!

***Following discussions with the Practise Manager a response was received which has been forwarded on to Mrs. Thompson for her information.***

8. Any Other Business

8.1 MH commented that he had recently visited The Glen with a foot problem, during discussions with the lady who dealt with him she explained that for some reason she was unable to communicate with The Victoria Medical Centre electronically. He later discussed this problem with AF who has tried to make contact with this lady, so far has been unsuccessful but will keep trying.

**Action: AF**

***Despite the best efforts of Alex this has still not been addressed after almost 2 months!***

8.2 The Practise re-joined the scheme for extended opening hours and this will be effective from 21st October between the hours of 8.00am to 1.00pm. This is known as the South Tyneside Extended Primary Care Service (STEPS). The opportunity of seeing a GP will also be available on weekends including Bank Holidays, early morning or evening at selected surgeries, these being:

* Ellison View Surgery, Hebburn
* The Glen Medical Group, Hebburn,
* Victoria Medical Centre, Hebburn,
* East Wing Surgery, Jarrow,
* Wenlock Surgery, South Shields,
* Talbot Medical Group, South Shields,
* Marsden Road Health Centre, South Shields,
* Farnham Medical Centre, South Shields, Central Surgery, South                      Shields,
* Warn Street Surgery, South Shields.

*Patients need to book ahead through their own surgery either in* ***person or by telephone, not all surgeries will be available at all times.***

8.3 MH informed Alex that the Information Screen within the reception area needs up-dating with regards to The Patients Panel. It still refers to it in the past tense ‘Are Forming a Patients Panel!

***Following discussions with the Practise Manager I am now informed that the information has been up-dated.***

***Action complete***

8.4 Mac introduced Jennifer and asked her for her views with regards to any issues she may have had or treatment she had received.

She said that she used to be with The Glen but had moved to The Victoria where she had received a great deal of help and support. She asked if she would be able to receive the injections that she needed at the surgery?

Alex confirmed this.

8.5 The following queries where raised:

8.5.1 Would it be possible for someone to give a talk to the panel with regards to Dementia?

***Despite receiving word that the relevant team has been contacted no further information has been forthcoming!***

8.5.2 Can Carers attend the Panel – Yes if they are carers for patients who are members of the Practise?

8.5.3 When is it expected that the Care Quality Commission (CQC) will be carrying out an audit of The Practise? Also how often do such audits take place?

***Response from Practise Manager: The timescale is not currently known, the practise have completed the paperwork but are waiting for one of the GP’s DBS (Disclosure and Barring Service) checks to be completed. Once this is received the application will be submitted with an anticipated CQC Inspection date in early 2018.***

8.5.4 A question was asked as to the ratio between GP’s and their patients?

AT mentioned an article published within The Which Magazine re      appointments. AF will copy this and attach to the minutes for distribution.

***Response re Ratio’s: Ratios are difficult to calculate with various studies but no definitive figures, Two typical examples are: For 3,000 patients, - GP’s - 2, Nurses - 0.75 and Admin staff - 3.25, for Practises with 7,000 patients these figures would be GP’s - 4.5, Nurses – 1.75 and Admin staff -7.5.***

***These compare with this surgery figures of GP’s – 2, Nurses - 2 Practise Nurses plus 1 Health Care Assistant and Admin staff – 5.***

8.5.5   Alison Tones has supplied the notes of The Patients Reference Group held     at Monkton Hall on Thursday, 5th October. These where distributed to      Panel Members.

8.5.6 There has been a change with regards to hearing aids and the replacement      of hearing aid batteries. The contract for these is now with Spec-Savers.

***Following the meeting MH visited The Glen for further clarification, the situation is that if hearing aids were obtained from Palmers Hospital then that Hospital will continue to service and maintain them as well as issuing replacement batteries. Replacement batteries can still be obtained from The Glen but ONLY for Hearing Aids issued by Palmers.***

8.5.7 Since the last meeting I have encountered a number of problems with regards to poor communications from Practise Staff. I do not consider this to be acceptable and as such have requested a meeting with Alison Tones, Practise Manager.

9. Time and Date of Next Meeting: Thursday, 23rd November at 2.00pm.

Signed and agreed a true record: .................................... Date:.........................................

Chair