**Minutes of the Meeting of Victoria Medical Centre’s Patient Participant Group on Tuesday 11 June 2019**

**Present:**

Alison Tones, Practice Manager, Jayne McCarthy, Reception Manager, Lorraine Health Care Assistant, Annette Thompson, Chair Person for PPG.

**Patient members:**

Clive Gibbons, Theresa Thomas, Joanne McNulty, Amy Ash, Ronnie Stobbart, Karen Clifford.

**Visitor:**

Joy Ferguson, Chair of Mayfield PPG

**Speaker:**

Linda Gibson: Health Watch South Tyneside.

**Apologies for absence:**

Lee McDonald.

**Matters Arising from Minutes of PPG meeting on Tuesday 5 March 2019:**

Participants agreed that the minutes are a true record of the meeting and there were no matters arising.

**1. Linda Gibson – Health Watch South Tyneside: Linda explained the role and functions of this organisation as follows:**

* Based in Hebburn Central, to which members of the public can call and submit their concerns about any NHS service.
* Consists of a team of 4 which includes Directors and volunteers.
* It is independent and Government funded and administered through the local authority, who take a top slice before distribution.
* Main function is to ascertain if the needs of the public are being met. To do this, a strategy is devised and priority areas for observations are identified. Enter and view visits are made, announced or unannounced and the evidence is presented to Local Authority Commissioners, who have to respond. Next stage is Health Watch England, CQC.
* Examples of investigations include, observations of how the Urgent Care Hub, in South Tyneside General Hospital was catering for the needs of the public. It was found to have some problems and a report was issued which appeared in the press. The Commissioners agreed that improvements were necessary and further visits were made a year later when improvements were acknowledged. Report due in near future. Care homes have also been visited on the same basis.
* It is intended that a Young Person’s Health Group be set up.
* Linda took questions and was asked if the Community Dental Service is included in the current strategic plan, but it is not at the moment.
* The Chairperson thanked Linda for her very detailed and informative talk.
1. **New Primary Care Networks on South Tyneside and how they are likely to work, explained by Alison Tones:**
* South Tyneside will have a number of hubs and Victoria Medical Centre will be part of the West Hub, which will include, The Glen, Mayfield, Palmers, Albert Road and Ellison View.
* The main objective is to provide personalised co-ordinated care, with a focus on prevention. A pot of funding will be provided and distributed according to the greatest need, which will be decided by the members of the hub, (liaison officers), under the guidance of Dr. Cordner, Clinical Director. Ellison View will be responsible for the funding. This network will take over the administration of the extended hours provision from July 2019. The plan will cover a 5 year period, from 2020 to 2025.
* It was suggested that the PPG be involved in devising and carrying out a patient survey on the needs of our patient when it is established what services will be available.
1. **Karen Clifford, reported back on the Patient Reference Group meeting which she attended on 4 April 2019, on our behalf:**
* It was established that there is no walk- in provision on South Tyneside and there are no plans to have any.
* Karen asked for information on how many DNA’s we have in our practice. Jayne will provide the figures for the next meeting.
* Since the closure of St. Clare’s Hospice, referrals are being encouraged to St. Benedict’s , Ryhope, which is a very good facility and demonstrates best practice. It takes 1hour 30 minutes by bus, however, from Hebburn.
* There are only 10 pharmacies in the area that are able to deliver ‘Pharmacy First’, but it is not known who they are.
* There is a new system for ‘Bowel Screening’ which it is hoped will encourage more patients to participate – less messy.
* The North East Ambulance Service is the fastest in the country on Category 1 calls. 44 brand new ambulances, fully staffed are due into service by August 2019.
* The Patient Reference Group will meet again on 1 August.
* The Chairperson thanked Karen for her excellent and enthusiastic feedback.
1. **Changes within the practice:**
* Dr Ghosh is a new partner. Dr Saraf is back 1 day a week (Friday only). Dr Mohammed will help out as a locum. Dr Anna Robinson, F2, will be with the practice until the end of August.
* A new Practice Nurse, Sarah and Trainee, Lauren have recently joined. Nurse Linda, works on a Monday night for extended hours, every weekend for STEPS clinics and 2 or 3 Sundays a month.
* New COPD clinics in operation**.**
1. **Veteran’s Day:**
* This afternoon was a complete success due to the hard work of Jayne, Lorraine and all the staff at the practice. The waiting area was beautifully decorated and the veterans were warmly welcomed and given refreshments. Some of the veteran’s told their stories, which were well received and very moving. The chairperson proposed a vote of thanks to Alison, Jayne, Lorraine and all the staff.
* Any ideas for another event would be warmly received. Please contact Jayne.
1. **Cancer Charity Walk:**
* Alison proposed a Cancer Charity Walk, (5 Kms) which would be part of the ‘Become a Park Run Practice’ initiative. Helen Ruffell (CCG) is the contact and Alison will get in touch.
1. **Any Other business:**
* Joy (Mayfield) explained about an organisation called ‘Fight All Cancers Together’ (FACT). They have opened a Cancer Satellite Centre in St Peter’s in Jarrow. It is open on a Wednesday from 10.30 to 11.30. It is attractive, warm and welcoming where cancer sufferers and others can meet to chat, have tea, coffee etc. It has already been well received and attended. Joy invited members of this group to visit. Jayne and Annette plan to take her up on her offer during the next few weeks (date TBC).
* The Chairperson thanked Joy for her attendance and input.
* Clive raised an issue concerning HGV Form Protocols. Jayne is to discuss this with the Doctors and the response will, in due course, be minuted.

The Chairperson thanked Jayne for arranging the speaker on a very interesting subject and all members for their attendance and enthusiasticinputs.

**NEXT MEETING; Tuesday 10 September 6pm to 8 pm.**