**Minutes of the Meeting of Victoria Medical Centre’s Patient Participation Group on Tuesday 17 September 2019**

**Present:**

Alison Tones, Practice Manager, Jayne McCarthy, Reception Manager, Annette Thompson, Chair Person for PPG.

**Patient members:**

Clive Gibbons, Theresa Thomas, Ronnie Stobbart, Karen Clifford, Margaret Collins, Rachel Hewitt

**Visitor:**

Joy Ferguson, Chair of Mayfield PPG

**Apologies for absence:**

Lee McDonald. Joanne McDonald

1. **Introductions:**

Jayne introduced and welcomed two new members: Margaret Collins and Rachel Hewitt.

1. **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 under matters arising, the following issues which were minuted (11 June 2019) were raised:

**Item 3: Pharmacy First Query:** Alison explained that there had been a misunderstanding about only 10 Pharmacies on South Tyneside being part of ‘Pharmacy First’. All pharmacies are part of this initiative. There are a much smaller number of pharmacies (11) who offer a more specialised service, i.e. Clinics and diagnoses and this is where the confusion arose.

**Item 6: Cancer Charity Walk:** Alison explained that this was part of the ‘Park Run’ South Tyneside initiative and not something our practice might take on by itself. It was agreed that we would be involved in awareness raising and advertise it on the Community Board in the surgery etc.

**Item 7: AOB: HGV Protocols:** Alison and Jayne, explained that in consultation with Dr Singh, the practice have now reviewed the protocol and made changes which will benefit the patients involved. This new protocol is now written down for all staff involved to follow, so that there will be consistency in implementation

An apology was given to Joy from Mayfield, as Jayne and Annette did not manage to visit The Cancer Satellite Centre in St. Peter’s in Jarrow as promised. A future visit is planned.

1. **PCN Update: Alison Tones**

* The Service Level Agreement has been signed for Primary Care Network West.
* Funding provided will be £1.79 per patient. 30% of the costs will be paid by the practices involved and 70% by the Government from the fund provided.
* The base will be on Stanhope Road, South Shields.
* To begin with a Pharmacist will be employed and shared between practices (45 mins per week). Between now and 2021, shared services could include a Social Prescriber, Decision Associates, Physiotherapist and Paramedic.
* Sharing good practice through visits and a monthly session is also expected.

1. **Constitution: Annette Thompson**

It was explained that a review of the original Constitution had taken place and Annette has updated it. In discussion with Jayne and Alison, it was decided that the PPG members take a copy of this away and another model ‘Terms of Reference ‘ provided by Alison. During the next meeting, these documents will be discussed and a decision will be made as to which model is preferred. It was also pointed out to members that the PPG need to hold an AGM which is open to all patients, as is PPG membership itself. This will be advertised on notice boards and the practice website.

1. **Patient Reference Group : Karen Clifford, PPG representative**

* There is a new hospice planned for South Tyneside , Haven Court, South Shields. The existing building has the room and the facilities to do so.
* Alison will give Karen information regarding PCN and DNA statistics in time for the next PRG meeting.
* Homeless people can access any doctor on South Tyneside.
* Kate Hudson, chief Finance Officer, announced a clean audit for South Tyneside’s Health budget. 264 million is the budget for next ;year.
* Regarding the South Tyneside General Hospital and Sunderland Royal Merger, South Tyneside are taking NHS to court on 5 November, 2010.
* Ongoing problems with hospital parking discussed.

1. **Flu arrangements: Jayne MCCarthy**

There is special Saturday morning clinic to be held on Sat 5 October 9am – 1 pm, where tea and cakes will be provided for 65+ and special needs patients. After that, patients can drop in anytime during surgery hours to receive their flu vaccine. From the 17 October under 65,s vaccines will be available.

1. **National Survey of GP practices: Jayne McCarthy:**

Jayne gave a brief overview of the results of the National Survey. In our practice, 92% of respondents find the receptionists helpful, 85% find it easy to get through to the practice by phone, 93% felt their needs were met during their last general practice appointment. These results compare favourably with local and national figures. There was some disappointment expressed regarding our national ranking. There are a number of areas highlighted for improvement and it was suggested that the PPG members have a look at the results which are detailed in: [www.gp-patient.co.uk](http://www.gp-patient.co.uk) and feedback any suggestions for improvement to Jayne, before the next PPG meeting, when the issue will be on the agenda. It was also suggested that Imeary Street Practice be invited to share some of their good practice with us at, perhaps, the next meeting.

1. **Call Recordings: Jayne McCarthy**

Jayne explained that all calls to the surgery are now recorded for patient protection and training purposes. It has already been found to be useful during training of reception staff.

**Any Other business:**

1. Is it possible to access Sports Massage through NHS? (Clive). Alison said no. It was suggested that there is Sports Massage available privately at the Football Club in Hebburn on Victoria Road West (Kim). Good reports.
2. Karen asked to bring up hospital parking at next PRG– any plans proposed to improve it on South Tyneside.
3. Joy (Mayfield) will bring leaflets re: Cancer initiatives to next meeting.
4. Macmillan Coffee Morning on 27 October 10 am at Mayfield. All members invited.

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**NEXT MEETING; Tuesday 26 November, 2019 6pm to 8 pm.**