

**Minutes of the Patient Reference Group
Stanley Medical Group
On Thursday 11th January 2018, 10.30am at
Stanley Primary Care Centre**

Present: Susan Elsbury, Business Manager
Kath Storey, Practice Manager
Dr John Bisson, GP
Jean Carter, Moira Wears, Gordon Binney, Graham Handley,
Ann Taylor, Melvin Craik, Lynn McVittie, Robert Stamp, Tony Waddell,
Rose Bambridge, Jean Carter, Jane Cain, Charanjit Sandhu

Apologies: Trevor Alexander, Harry Rutherford, Ian Dockerty, Frank Bell, Pamela Stamp

		Action
1.	<p>Sue welcomed and thanked all participants for taking the time to attend the meeting.</p> <p>Staff Changes Sue gave an update of our staff changes, Dr Price leaving for a period of time in Australia and Dr Corlett left for a new GP role in Northumberland. To add to our GP team of Dr Bisson, Dr Hills, Dr Charlton, who is currently on maternity leave, Dr Hills, Dr Margetts and Dr Nicholls, we welcome Dr Ruth Jenkinson and Dr Ian Morrart. We now have four nurse practitioners and pharmacist to add to our compliment of staff.</p> <p>Demand in GP practice is increasing. Currently the practice has 11,300 patients. Each week we see on average 1400 patients therefore to meet the demands of this growing trend, we need to ensure that we are utilising our skill mix of clinicians appropriately. This is something that is being recognised nationally and Stanley Medical Group is trying ways to address this locally. As a result we discussed the role of our nurse practitioners who predominantly see Acute Illness, and recently appointed Pharmacists who deal with medication changes and hospital discharge medications. They also look at medication requests and re-authorise medications. They are dealing with about 150 patient requests/queries daily. The group had an in-depth discussion about the role of the pharmacist, how they have a specialised role, how knowledgeable they are and how well they work alongside our GPs.</p> <p>Care Navigating We discussed our admin team having had training for signposting/navigating and that our GP's are happy for them to ask patients the questions they have been instructed to. Patients do not have to share this information and can politely refuse to do so. We discussed issues and questions asked around confidentiality. We</p>	<p>SE to action for a further meeting</p>

reiterated that all staff are bound by confidentiality clauses in their contracts and we have regular updates and training around confidentiality and information governance.

We decided that we would agenda this as a separate item in the future to discuss in more detail, as this is a National agenda and we should have more information to share at the next meeting

GP Registrars/Medical Students/Physicians Associates

Dr Bisson gave an overview of our teaching of 5th year medical students and having the physician associates for the past one and a half years. We are very happy to say we are now a GP training practice, Dr Bisson successfully becoming a GP trainer with Dr Jenkinson already a trainer for about twelve years. They both will have registrars from February on a six month placement. They are fully qualified doctors who are specialising in GP practice and this will be their first stage of GP training. They may have done some in their foundation years, may have done A & E or medicine etc. While they are in practice they will provide some clinics on longer appointments and as they become more used to systems and processes may move to ten minute appointments. They will have clinics running parallel to the GP trainers and will have a de-brief at the end of every session for 30 minutes with their trainer. Teaching and training is overall good for the practice and is healthy for our GP's to be able to do this.

Our 5th year medical students have tandem clinics running with GP's who have allocated time for teaching.

All of this information is on our Media Board, and we agreed that this should be shared via a newsletter.

SE to organise newsletter

Extended Hours

We discussed our current extended hours provision, which is Tuesday late night appointments and Thursday early morning appointments. We offer in total 5 hours 45 minutes per week. (for clarity, this is in addition to our core contracted hours)

We, as a federation of practices in Derwenside, have a new extended hours service which is carried out at Tanfield View Surgery (and Queens Road Surgery during winter months) This operates Monday to Friday 6.30pm to 9pm and 9.30am -1.30pm on a weekend. There are appointments for all patients in Derwenside to see GP's, Nurse Practitioners, Practice Nurses and Health care assistants. Sue gave an overview of the statistics for our practice usage. On average 51 patients every week from SMG utilising the evening and weekends. 111 can also book into these slots.

In view of the above, the group were asked if they would agree to a trial period for 6 months, to assess, monitor, evaluate and reassess having all our extended hours on a morning, in view of the fact that we can accommodate late night appointments through our federation and weekend appointment scheme. All 13 members agreed to this.

KS to include in action plan to NHS England

SMG Website

Our website host has changed and had to use their templates. We do not find it suitable and would like some user feedback, as in how easy is it to use and what do you want on it, or find useful.

SE to email
group

The group did wonder if we could add information regarding prevalence of diseases areas, mental health issues to see what we can do to help this locally. This data is available via public health, but perhaps something we could look into in the future.

Surgery Pod for Health Checks

Our CCG have supplied a 'Surgery Pod' which is a PC with height, weight and BP machine attached. The aim is for the patient to utilise the Pod for some of the routine monitoring that is currently done by our Health Care Assistants. It is linked to the patient record, and an alert will be set up in practice to monitor results that are out of range, mainly blood pressure. The group were asked to test the machine, however we are still having IT problems, therefore it isn't fully functional. Sue to let everyone know when this is resolved.

Any Other Business – none

Date and Time of next meeting: to be confirmed.