



Patient Participation Group Meeting
Tuesday 28th January 2020

Attendees:

Patients

Alan Tweddle – AT
Ginette Tweddle – GT
Helen Holmes – HH
Shene Fontenelle-Struthers – SFS
Harry Frith – HF

SMG Staff

Dr Phil Lamballe – PLL – GP Partner
Dr Marie Wright – MAW – GP Partner
David Nicholson – DN – Practice Manager
Caroline Morris - CM – Assistant Practice Manager

Apologises

George Holmes
Alan Gowers
Jean Kyle
Alan Rule
Linda Rule
David Connolly
Frances Baxter
John Cornhill

1. Introduction

David apologised for cancellation of last meeting, torrential rain made travelling an unpleasant prospect, plus we had a couple of leaks including David's office and IT department. Also due to heavy workload and a series of absences amongst staff has made it very difficult to rearrange the meeting before now.

The main impact on our workload is the introduction by the government of Primary Care Network (PCN). Dr Wright, GP Partner is Clinical Director of our PCN and is here to explain everything.

2. Primary Care Network (PCN)

Dr Wright informed the group what PCN was about and how NHS England informed Practices that they must group together to form Primary Care Networks that would hold approximately 30-50 thousand patients.

Due to Saville Medical Group having a practice base of around 39,000 patients, this enabled us to "stand alone" as a PCN and not to group with other surgeries.

Dr Wright discussed the roles within the Practice and delivered a presentation of slides to the group which showed the structure around the PCN which included us delivering:

- Extended Hours – *Saville Medical Group already offer a range of early morning and late evening appointments, which continue unchanged at the moment.*
- SPLW – Social Prescriber Link Workers – *Working with us at moment, Zoe Harrison: Mental Health – Paul Ellison: Veterans and Frequent Fliers – PC Navigator: Helps with benefits, housing etc.*
- Clinical Pharmacists – *Building on the existing team of 5 team members in various roles already in place at Saville Medical Group.*
- Physician Associates and Paramedics – *Trainee PA: Stacy Shiells current on placement with Saville and Paramedics as attached staff within the Practice.*

GT, asked where the SPLW workload came from, Dr Wright advised from GPs and Nurse Practitioners referrals, SFS, talked about how PCN helps the patients. HH, discussed Mental Health Workers as social fixers rather than medication.

3. Practice News/Property

Scaffolding that is currently around the building, maintenance work that is ongoing to the roof, guttering, windows and sills. Once these have been repaired the maintenance on the inside of the building will start including repairs to where the leaks have caused damage.

The Practice is extremely confident of getting final approval on a new building at Newbiggin Hall and we will be releasing information to Patients as soon as possible. Information will be displayed at both surgeries.

Dr Judith Salkeld retired on 30th September 2019 and Dr Brian Kent is also retiring on 31st March 2020.

Dr Samantha Graham is our new GP Senior Partner

Dr Louisa Eilkins returns from maternity leave on 31st March 2020, however she will be leaving us to move to Melbourne for a few years. Dr Tara Penfold is scheduled to go on maternity leave February 2020.

We have a new GP starting with us in April 2020, contracts being signed February 2020.

4. Digital Services in Primary Care

As part of our GP contract with NHS we are required to promote digital services available at our Practice.

Furthermore we are bound by our contract to provide a percentage of our appointments available for booking via 111 services and online, offer access to patient records and order prescriptions etc.

Patient online appointments have been around for a long time but now Practices have to introduce online alternatives i.e. online consultations. We mentioned eConsult at our last meeting, this has proven very popular, and we get approximately 150-170 eConsult forms per week, submitted via eConsult facility on our Practice website www.savillemed.co.uk. Some parts of the Country are using Skype, but as yet not been trailed in North East.

The NHS App has also gone live and has proven very popular with patients as easier to register than Patient Access App. Both can be used to book appointments, order repeat prescriptions and view basic access to records. We cannot promote one over the other as this would restrict patient choice.

DN asked the PPG members if they could complete a short survey regarding "Digital Services in Primary Care" (these are part of Practice Engagement Programme) these could be completed at the meeting, or taken away and handed back in at a later date.

DN spoke to the PPG members about the online services that the Practice currently offers and any feedback they have. What do the members think of eConsults and would any of the

members or their families use this service? The Practice currently promotes the online services on our website and other services promoted on the TV screens in the Practice. Few members of the PPG meeting already use our digital services and feedback has been positive.

5. **Any Other Business**

PLL mentioned the benefits of Electronic Repeat Dispensing (ERD) and that Phase 4 of our Electronic Prescribing Systems (EPS) is imminent subject to final testing by NHSE. Paper prescriptions will soon be no longer available, with patients having to name a nominated Pharmacy.

DN mentioned that some Practices had already closed their telephone prescriptions lines. GT acknowledged that the quality of reception staff was very good and HF discussed the Access GP and Nurse Tom Stothard, who all provide an amazing service.

Date of next meeting to be arranged