



Patient Participation Group Meeting  
Monday 6<sup>th</sup> November 2023

Attendees:

Alan Rule – AR  
Linda Rule – LR  
Harry Frith - HF  
Shenene Fontenelle-Struthers - SFS  
Helen Holmes - HH  
AT  
Ginette Tweddle – GT

Apologies

Jean Kyle - JK  
David Connolly – DC  
John Cornhill – JC

SMG Staff

Dr Jonathan Booth – JB – GP Partner  
Caroline Morris - CM – Assistant Practice Manager  
Nicola Johnson – NJ – Branch Manager NBH  
Paige Hall – PH – HR and Operations Assistant

## **1. Introduction**

Dr Booth welcomed everyone back into the group for the next PPG meeting after having a 3 year hiatus due to COVID. The first time the meeting has been held in the new Newbiggin Hall branch surgery also. Everyone introduced themselves as a refresher and to Jon and Paige whom were new to the PPG meeting.

## **2. Staff Updates**

JB mentioned the new staff updates that have occurred within the practice over the last few years.

Dr De Ivey, Dr Pilkington, Dr Harris, Dr Eleazu, Dr Saieshwar, Dr Moad and Dr Armstrong all joined the practice as Salaried doctors.

Dr Booth and Dr Dow have both became partners in January 2023.

Dr Newton and Dr Pilkington are both on maternity leave, due back into the practice in 2024.

Gemma Gilbertson joined as an ANP at the surgery in April 2023. Gemma and another nurse practitioner, Danielle Conlon, are now both trainee ACPs, will finish in the next couple of years.

David Nicholson – Practice Manager – has announced his retirement at the practice. He will retire in June 2024.

## **3. Saturday Enhanced Access**

JB announced our new Saturday clinics at Newbiggin Hall surgery only. We started these in 2022 and they provide urgent appointments for patients who can't attend on a weekday. These are pre-booked only, no on the day appointments available. A GP is on site and usually a Nurse Practitioner also. We've also done smear Saturdays and also the flu and COVID campaigns over the recent weeks too.

CM also mentioned a Monday and Tuesday late night that we provide. Monday at SP and Tuesday at NBH for any evening appointments.

NJ – height/bp/weight machine available at both sites, patients can use this facility which prints out a ticket with that information, they are then advised to give the tickets back to reception for the doctor to review. Any problems, they can be called in to discuss.

## **4. Local Projects**

NJ mentioned the community projects that the staff have been involved in since the new surgery has been built. They asked the local schools to get the children to draw what a doctor/surgery does, these pictures are now present in the Newbiggin Hall waiting room. The children also came along for a health promotion day. Dr Lucy Prince showed them the instruments and how to brush their teeth. Good to promote as children scared to come to the doctors.

## **5. Phone system**

HF – mentioned personal experience of starting medication on a 6 months trial and the medication had not been issued. PH, NJ and CM mentioned script line and ringing up to leave a voicemail and any issues the pharmacy team would ring him back. HF happy with this, Caroline to email him with the script line number.

JB – Sentiers system mentioned. A new Care Navigation tool that has had a positive impact on a GP surgery in Newcastle already.

NJ – mentioned 322 pathways that herself and DM had gone through and where that problem would go if a patient rang up with a particular problem. This will be getting implemented in the coming months into the surgery.

HF- mentioned the queue system on the phones. It has a certain number in the queue then you go back to call number 1 for example.

CM – went through how the phone system worked and how patients do get through. Goes into the 'cloud system' first then when you get to number 1 you go into the Saville queue of 7 lines.

NJ-no reception staff on the phones at either site just the admin office that do the phones. The members of staff that patient's see on the front desk only do reception, for confidentiality reasons.

HF-asked if we recognise people needing urgent care at that time on the phones?

NJ - said red flag training is given to recognise stroke, heart attack, safeguarding etc with patients. The training is needed for all staff to help with the calls.

JB-mentioned the role of same day surgery support doctor. Any time critical calls come through they do get put through straight away to that GP usually.

JB- mentioned we are possibly moving to a digital style phone system where we can audit calls.

## **6. Estates**

Attendees had mentioned if Saville Place would be replicated like NBH surgery. JB mentioned we need a premise fit for purpose, difficult to replicate due to the location of the city centre branch, we are still discussing but may be a while yet before a new building could get accepted.

## **7. Any other business**

AT – frequent visitor to the surgery. Can't fault the visits he's had and that he's happy with the Nurse Practitioner service. He has a friend that has recently joined the practice and they are impressed also.

Practice list size mentioned- currently up to around 42,000 patients.

NJ – CPCS service mentioned – this is an additional service we can offer where admin can refer into the pharmacy for things like UTI, infections etc.

AT – online access – he has looked onto his notes, his allergy list doesn't reflect what it should do.

JB-mentioned how the allergy list works on our end and that sensitivities may not show up but full allergies will. AT will have a look at his again and let us know any problems.

GT – the online appointments system – wondering if any GP appointments will come back online to book.

NJ- We are looking into this, but some things get booked into the wrong slots, so has caused issues in the past.

GT – complimented the reception staff

**Next date of meeting: TBC**