**MINUTES OF PATIENT GROUP MEETING**

**SATURDAY, 16TH DECEMBER 2017**

**Present: Apologies:**

Ronald Smith Michael Charlton

Jackie Elder Julie Hemmer

Brian Anderton Eric Micallef

Tristan Francis Susan McCauley

Paula Holman

Dr Dowsett

Dr Overs

Hazel Dowden

**1 Minutes of last meeting**

Matters Arising:

Jackie Elder has used the extended service (STEPS) and gave positive feedback.

**2 Pharmacy 111**

NHS England is commissioning a new minor illness referral project that enables NHS 111 to refer patients with minor illnesses to community pharmacies. This will run from December 2017 – March 2018 across Tyne & Wear. The aim is to relieve pressure on urgent care services, deliver better access to care in the community with a self-care approach.

Patients who ring 111 will be triaged and if the symptoms show that they could be assessed and treated by a community pharmacist they will be directed to a pharmacy close to them.

**3 Students**

The practice will be accommodating student nurses and pharmacy students over the next couple of months to encourage nurses to join general practice in the future. The Nurse Practitioner, Joanne Hamilton will be mentor to the students.

**4 Practice Boundary**

HD discussed patients that move out of the practice boundary. The practice has a boundary that covers the postcode NE32. Patients who have been registered with the practice historically that live outside the boundary will still be registered with the practice but if they move address they will need to register with a new GP closer to their new address. The partners explained that it is difficult keeping patients on the list if they are outside the boundary, to manage home visits, district nurses and community nurses etc as they require different teams. Some discussion followed around this and the group agreed it is necessary to ask patients to find a new GP.

**5 Signposting**

All receptionists have been trained to confidently take calls from patients asking for an appointment with the GP to use their knowledge to signpost the patient to the right health care professional, such as, Nurse Practitioner, Community Pharmacists or Physiotherapy. We propose to put a message on the telephone system to inform patients that the receptionists will ask for a brief outline of what the problem is. If patients are not happy to give any information to the receptionist they will not challenge this and will book an appointment with the GP as requested. A lot of patients that are seen by a GP could be seen by another health care professional which could free up a lot of GP time for more appropriate appointments.

**CCG Update**

MC was unable to attend the meeting today but left some information for HD to pass over:

* Extended Access – The new STEPS system for South Tyneside patients to have access to appointments seven days a week is up and running and working well.
* Health Pathways – This is a system for general practice to use. It is a manual of clinical guidelines and pathways for clinicians to refer to when managing their patients. KO and AD explained they use the system often and find it very useful and informative.
* DNA rates - DNA rate is 10%, how does this compare with normal practice appointments? These are between 5-20%. HD has carried out two audits on dna rates for our practice. One was prior to having the text messaging service and one after:
* 1/9/2016 – 30/11/2016 7691 patients attended, 423 patients did not attend = 5.2% dna rate
* 1/9/2017 – 30/11/2017 8375 patients attended, 308 patients did not attend = 3.6% dna rate

The group agreed that the text messaging service has been beneficial for patients and the dna rate has dropped.

**AOB**

TF enquired about patients registering on-line. We have approximately 14% of the patient population registered for on-line access to book appointments, view medical records and order prescriptions. NHS England would like practices to aim for 20% by March 2018.

**Date of next meeting**

Saturday, 14th April 2018 at 10:00