**DR DOWSETT & OVERS**

**MINUTES OF PATIENT GROUP MEETING**

**SATURDAY, 29TH JUNE 2019**

**Present: Apologies**

Jackie Elder Brian Anderton

Michael Charlton Eric Micallef

Ronald Smith Susan McCauley

Ron Smith Karen Taylor-Russell

Julie Hemmer Dr Overs

Paula Holman

Tristan Francis

Dr Dowsett

Hazel Dowden

Sarah Mulvain

**1 Minutes of last meeting**

Amendment to minutes – Dr Overs attended the last meeting on 13th April 2019.

**2 Primary Care Networks Update**

For the members who were not at the last meeting HD gave an overview and update on the Primary Care Network. Our practice is part of the network for Jarrow and Hebburn know as the West. Extended hours are part of the network and have now started. Our late evening will be a Thursday. In the coming months we will have access to a clinical pharmacist and social prescriber.

**3 Practice Survey**

SM has been carrying out a monthly practice survey. She handed round the survey results from April- June 2019. SM identified one area of improvement to work on which was the practice website. A few suggestions and comments from the group were:

* Is the website patient friendly?
* Have a section ‘meet the team’ with maybe a photograph and a little information about that person and what they do
* On-line registration form
* Livechat – is this an option to help completing on-line forms such as registration forms?

SM will be updating the website and will consider all of the above.

MC mentioned the time waiting in reception to getting in to see the doctor can sometimes be quite long. AD commented that sometimes emergencies need to take priority and in a ten minute appointment patients want to discuss two or three problems. This results in doctors running late.

The group suggested advertising again in reception and on the practice website that if patients have more than one problem they should make a double appointment.

**4 Health Care Assistant Recruitment**

We have recruited a HCA for 28 hours per week working over 5 days. She will play a big part in the Year of Care annual reviews. Patients will be called in for their chronic disease annual review. They will be given an initial appointment with the HCA who will organise blood tests and take observations following a template. Results of tests and a questionnaire will be sent to the patient when available and an appointment with the practice nurse arranged for their annual review, focusing on areas of health that is important to the patient.

The HCA will also carry out flu/shingles injections, B12’s and new patient checks.

**5 CCG Update**

MC updated the group from the last CCG meeting:

* Ambulance Service – There are four groups for priority ambulances which are coded red and green. South Tyneside is ahead of other areas for response.
* Antibiotic Campaign – MC has asked for a copy of the report.
* Closure of St Clare’s – Two CCG members visited St Benedict’s following the closure of St Clare’s. They were impressed with the staff and patients.
* HD has received notification that the current points of contact in Clarendon for Adult Social Care and Community Health Services are going to be accessible through a single phone number for all services, with options for people to select. A reference group is being set up and patients are invited to join the group. MC didn’t know anything about this. He will take a copy of the letter and ask for further details in the next CCG meeting.

**6 AOB**

* The prescription line will close on 31/7/2019. Staff are currently encouraging patients to sign up for patient access. The staff will use their initiative for any patients ringing up for prescriptions after the line has closed. They will not refuse any requests but will explain the various ways of ordering for the next time.
* PH works in a school and enquired whether practices are aware that children coming to school with medication such as paracetamol cannot be given over the counter medication. It must be given as a prescription and labelled with instructions. Our practice does this but HD couldn’t comment for other practices. HD will bring this to the attention of the CCG and maybe they could send out a reminder to practices.
* MC enquired about the 48 hour turnaround for prescriptions. He is finding that when using Metro pharmacy when he goes to collect his prescription it is not always ready. HD explained that the surgery follows the 48 hour turnaround but can’t control what happens when it gets to the pharmacist. The group suggested he could either speak to the pharmacy about this or maybe change to a different pharmacy.
* JE mentioned another incident highlighting the difference between pharmacy’s. A patient had a cold and went to the pharmacy to get lemsip and was given them. The patient needed more and went to Boots where the pharmacist looked at current medication and was told they couldn’t have lemsip with current medication.

**7 Date of next meeting -** Saturday, 14th September 2019