**DR DOWSETT & OVERS**

**MINUTES OF PATIENT GROUP MEETING**

**SATURDAY, 7TH DECMEBER 2019**

**Present: Apologies:**

Michael Charlton Dr K Overs

Ron Smith Jackie Eldar

Tristan Francis Julie

Paula Holman

Dr Dowsett

Hazel Dowden

Sarah Mulvain

1. **Minutes of last meeting**

Matters arising:

* AD asked the group how they were finding the text service – no issues raised
* HD thanked RS and MC for information, advice and support following the incident in Palmers with a violent patient. NTW contacted the practice regarding the incident and have suggested attending the practice to discuss but also that the practice needs to follow their policy when dealing with violent/aggressive patients

**2. CQC**

HD informed the group that the practice has had a CQC phone call. Following a practice visit 3 years ago this was a phone call review for which the practice passed.

**3. Cancer Champion**

HD informed the group that the practice now has a cancer champion, our medical receptionist Lauren. Lauren will be completing work around improving screening figures and keeping a portfolio.

4. **Ladies afternoon tea**

As there is a national problem with screening figures being low the practice held a ladies afternoon tea where all female clinicians were made available to have an open access clinic where women who were overdue their smear were invited to come in for afternoon tea and have their smear taken. Our cancer champion Lauren sent out around 60 invitations targeting women who were either due or overdue their smear. Out of these the practice only had 1 woman attend. HD asked the group for other ideas to try and get patients to engage in screening. PH suggested a patient questionnaire so that we could ask patients how they were most likely to engage. SM suggested a video that was shared with practice managers (a local lady telling her story of how a smear saved her life after she was diagnosed with cervical cancer) to send to patients via text. MC asked whether CCG figures are shared between practices which they are. TF suggested “voice scape” a software that allows patients to text back and are put through to the surgery. The practice currently has Practice Nurses contacting non-attenders to try and improve uptake. RS suggested targeting employers to raise screening awareness.

**5. CCG update**

* A&E running at 93-95% of being seen within 4 hours - this was not accurate and in fact it was 73.5% in South Tyneside and 83.5% in Sunderland
* Awaiting DNA figures from CCG
* 23% of population in South Tyneside have one or more LTC
* Drug shortages – a manufacturer outside of the UK has closed and therefore there is a shortage of some drugs. One in particular was HRT, MC gave GP guidance sheet on prescribing alternatives from the CCG
* GP2Pharmacy – poor uptake however the practice has had some negative feedback from patients regarding the service whereby they have been passed back to the GP. This is still a new system and the practice are awaiting an appointment system for the pharmacies to make a better process for patients
* MC informed the group of a governing body meeting held which the public are allowed to attend
* Cancer audit locality group – MC gave information to the practice
* Social prescribers – the practice currently has two social prescribers working in the practice once a week targeting frequent attenders and also COPD /Diabetic non attenders

**8 AOB**

* HD informed the group that Brian Anderton has retired from the group
* SM informed the group that the practice has validated its list of carers and in the coming weeks is preparing carers packs for clinicians to hand out to patients during an annual review appointment. The practice will then start to invite carers for an annual health check.
* Norovirus – PH informed the group that their school had several members of staff and pupils off sick due to the large outbreak, the practice has not been largely affected but patients are being told to stay at home if they have any symptoms. Telephone appointments are available for any patient wishing to speak to a GP/ANP

**9 Date of next meeting**

Saturday, 7th March 2020