**DR DOWSETT & OVERS**

**MINUTES OF PATIENT GROUP MEETING**

**SATURDAY, 14TH SEPTEMBER 2019**

**Present: Apologies:**

Jackie Elder Karen Taylor-Russell

Brian Anderton Eric Micallef

Michael Charlton

Ron Smith

Tristan Francis

Paula Holman

Dr Dowsett

Dr Overs

Sarah Mulvain

**1 Minutes of last meeting**

Matters arising – agreed as read

**2 Group Member**

RS informed the group that his father would be leaving the group due to his deteriorating health. Mr Smith has been a part of the group for a long time and has been a valuable member. The group wished to thank him for his contribution over the years and wished him well.

**3 Texting Service**

AD asked the group if they are receiving texts from the practice and did they think they were ok and working well. A patient had mentioned to AD that following a text they had received a survey to complete. HD & SM thought this might not have been from the surgery as they manage texts and don’t send surveys. The group agreed they haven’t had any problems from text reminders.

**4 Carer’s**

SM is currently doing a lot of work with carer’s and the practice will be offering annual health reviews in the near future. She asked the group if they could suggest any questions to ask a carer and what could be included in a review? Following experience as a carer, RS suggested including information about:

* Welfare & Finance
* Council tax
* Alzheimer’s society
* Care for self
* Respite
* Ask what support the carer has had
* Age concern

TF suggested the let’s talk team and a link to the South Tyneside adult services. Key safe boxes and posters in the practice were also suggested.

SM thanked the group for the valuable input, she will look into all of the above and will be making a carer’s pack to give out to patients with relevant information included.

**5 National Cancer Audit**

KO informed the group that she is carrying out a 12 month audit on anonymised patients, looking at the pathway and timescales to improve upon cancer diagnosis. It is also aimed at improving care for patients with signs and symptoms that could be cancer. RS asked if there could be a mid-point analysis. KO agreed she could bring information at 6 months. TF asked if this is to combat the statistics recently publicised and Britain being bottom of 5 year survival? KO couldn’t comment on this but it could be quite possible.

**6 Incident at Palmer Community Hospital**

There has been a recent incident in Palmers Hospital where a patient who had attended the mental health department showed violent and aggressive behaviour in our department. Clinicians and staff were locked in their rooms while this patient was throwing chairs in the x-ray department, our waiting area and threw a plastic cone at the reception shutters.  Two of our receptionists were threatened and were quite shaken up.  Our reception window is wide open and it was impossible for the reception staff to pull the shutter down quickly, luckily the porter was on hand to do this for them. The police were called but the response time wasn’t very quick.

The group discussed this in depth. RS agreed to speak to his brother who was a police inspector and his daughter who works on the 999 and 101 handling for Northumbria Police to give us some advice which has been gratefully received. MC suggested that he could bring this up at the next CCG meeting. PH also suggested contacting the police for guidance on how to protect ourselves.

**7 CCG Update**

* DNA rates in general practice were discussed
* The Finance Director was at the meeting talking about spending on local organisations
* A&E are running at 93-95% of being seen within 4 hours which is good
* Palliative Care – St Benedict’s get 80% of funding
* Victoria Surgery have Paramedics doing visits and a practice pharmacist. We have had the Paramedics at our surgery as a pilot and are waiting for this to be rolled out to all practices

**8 AOB**

* PH mentioned that she is getting mixed messages when speaking to receptionists and not always being offered an alternative appointment.
* Online access is available to make appointments. A question was asked how you make a double appointment? TF said you can put your name in twice and JE said she has made a treble appointment in the past.
* TF suggested more improvements for the practice website to make it patient friendly. SM is due back from maternity leave in January and will be looking to update the website further

**9 Date of next meeting**

Saturday, 7th December 2019