

**Sele Medical Practice
Patient Reference Group
Notes of the meeting on
Wednesday 21 November 2018 at 4.00 p.m.**

Present: Derek Bramley (DB), Jean Elphick (JE), Michael Elphick (ME), Anne Brooks (AB)

Apologies: Stephen Prandle (SP), Joan McFarlane (JM), Eva Chesney(EC), Sheila Dance (SD), Aasiya Mannan (AM), Bob Potter (BP)

Apologies/welcome to any new members

Apologies as above.

Notes of the last meeting (Wednesday 17 August 2018)

These were agreed as a true record. Matters arising were all covered by the agenda.

Practice Update and Primary Care Developments

Paramedic Pilot

3 members of a team covering Sele, Burn Brae and Corbridge practices were introduced to explain a 3 month pilot that has been introduced for home visiting.

Advanced Practitioners and Paramedics are available to all 3 practices to carry out home visits which have been assessed and deemed appropriate by a GP.

The pilot appears to be working well so far with all parties gaining a mutual understanding of abilities and limitations etc.

Patients are advised when they request a home visit that a member of the ambulance service may attend but that this DOES NOT necessarily mean that they are going to hospital.

NEAS (North East Ambulance Service) is piloting this scheme in the hope that it may become a commissioned service.

Feedback from those present was positive as it was understood that there would be a quicker response team for patients if that team is assigned to attend.

HPCA

A member of Sele's reception team is doing some work for HPCA around local resources, particularly for those who are lonely or socially isolated.

This led to discussion about leaflets and posters and whether their availability can be streamlined.

Healthwatch

DB indicated that he would be attending the 'meet the board' session at Healthwatch on 18 December. AB to let Healthwatch know – done.

Car parking

The regime for parking on site is not changing – there will still be 40 minutes free parking for GP patients and the hourly and daily rates will remain as they are. Disappointingly, there has been little communication from the Trust for patients about the changes.

Countywide PPG meeting

DB had attended this and extracts from the minutes are appended to these notes. He noted that the report from him was not comprehensive.

AOB

Membership – it was agreed that AB should contact the High Schoolk again to see if any others would be interested in joining the group – contact made.

Flu - The practice now has plenty of flu vaccine and everyone is encouraged to attend for their vaccination if eligible.

It was acknowledged that this year's campaign had not gone as planned.

Suggested dates for 2019:

Friday 15 February 2019 at 10.30am

Wednesday 15 May 2019 at 4.00pm

Friday 9 August 2019 at 10.30am

Wednesday 13 November 2019 at 4.00pm

Northumberland PPG Meeting Held at Greystoke Surgery

6.30 pm Monday 15th October 2018

MINUTES

3	<p>What Have We Achieved?</p> <p>Invite reps to have 5 minutes chat / info exchange.</p> <p>Railway: have helped influence appointments and telephone system, staying open at lunchtimes, regular written updates on apt system, exit interviews and provide a twice yearly newsletter. Health topics on the noticeboard including Medicine Waste and Care for the Carers event, reception suggestion box, staff name badges, DNAs publication, Afternoon Tea for NHS 70 years – charity collection, a Health Education event which is on hold and currently working with the CCG re practice mergers etc. Links with Blyth Academy to promote younger membership.</p> <p>Prudhoe: Raised funds to supply patient friendly books to library. Found out about all local groups and invited them to 4 public meetings, promoting health and various agencies, e.g. alcohol awareness etc. Spring Fair aimed at over 50s. Whole town invited. Stall at street fair offering BP tests and gave fruit away. Links with Prudhoe High School to promote younger membership.</p> <p>Selegate, Hexham: Produce a 2 monthly magazine and links with Healthwatch.</p> <p>Greystoke: Junction / Roundabout at health centre entrance – engagement with NCC Planners. Various surveys, car park safety works, supporting patient campaigns, guest speakers e.g. Age UK and LifeSpan, Greystoke Gazette contributions, Education sessions ie. Menopause, Young Persons Mental Health event at KEVI High School, Men's Health and Psoriasis. Links with KEVI High School to promote younger membership.</p> <p>Seaton Park: 3 Year Action Plan. Age UK sessions twice a week promoting exercise, Monday PM Knit and Natter 20 members. Tuesday AM Walking Group 15 members. Wednesday Cycling Group. Health eating, Alzheimer's, diabetic eye all attended a Winter Warmer Event.</p>
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	<p>Knitting Group makes trauma teddies, fidget muffs for dementia patient in Residential Homes. Blankets for homeless and Nursing Homes. Oncology Unit Hats, Children's Cancers Unit Hats. Salvation Army – HIV baby clothes in South Africa. Energy savings workshop.</p> <p>Alnwick: Social prescribing. Want to have a real say in patient pathways / service development.</p> <p>Haydon Bridge: Interested in how neighbouring practices communicate. Collaboration between wide geographical areas. Would like help with an Induction Pack for new members and a route for collecting patient feedback.</p>
4	Tea / Coffee
5	<p>How are you recruiting new members? Everyone agreed that recruiting younger members was particularly difficult.</p>
6	<p>What is the Future?</p> <ol style="list-style-type: none"> 1. Everyone agreed it would be helpful to form some sort of ongoing group to communicate, including virtually. 2. Chairs Group to be formed. 3. Margaret to share members pack. 4. Is everyone happy to share email addresses to communicate directly.
7	<p>Date and Time of the next meeting: possibly 6 weeks' time? Apologies:</p>