

Patient Participation Group [PPG] Meeting Minutes Tuesday 13th December 2016, 4.45pm – 5.45pm

Attendees:

Darren Berry [DB] Practice Manager
R Wilson [Chair]
G Catnach
D Hall-Batty

Dr Alan McCubbin [AMc] GP Partner
V Todd
N Peacock

Review of minutes from 17th May 2016

These were agreed by the attendees.

No Matters arising

Photo Display in Reception

Agenda Points

Section 106 Funding Update

DB advised that the reception refurbishment at Woodlands Park HC, was due to commence in late November to be completed prior to Christmas 2016, however the building contractors couldn't confirm that the work would be completed by Christmas, so a decision was made to delay the start of the work till January 17. The building works will take 5 weeks, and plans are in place to clear reception and to provide interim reception desk in the waiting area. It would be business as usual in terms of contact numbers and patients accessing the building.

Proposal to close the branch site at Dinnington Health Centre – Result from patient engagement exercise

DB informed the PPG that a patient engagement exercise had been carried out from October – December 16 asking for views from patients living in Dinnington about the practice's proposal to close the branch site. DB advised that the branch is operated as an outreach site and only 6 GP appointments are provided on Monday, Wednesday and Friday afternoons. Additionally for those patients living in Dinnington the practice provides access to a dispensary service; however the numbers of patients utilising the service has dropped in recent years, which has affected the financial viability of the branch and dispensary.

The intention should agreement be received from NHS England is for the Dinnington branch and dispensary service to cease. All current GP appointments provided at the branch site would be transferred to the main site at Wideopen, so there would be no loss in provision of access to GP appointments.

Patient Survey Results

DB provided a brief overview of the recent patient survey results carried out on patient's perception of the service offered at Woodlands Park Health centre. In comparison to previous years, there hadn't been any major changes; the partners were pleased with the results received.

North Tyneside Clinical Commissioning Group [NTCCG] Update

AMC provided an update on the following areas

- Ongoing financial deficit which North Tyneside CCG is encountering, which means that the CCG is under the legal directions of NHS England.
- Recent change of directors and accountable officer at the NTCC
- Potential for Newcastle Gateshead CCG to provide shared management in the future to the CCG.
- Change of provider of the MSK / Physio service to Northumbria Healthcare, which may affect the delivery of service to patients who require enhanced MSK input. Routine Physio provision will remain at the practice.

Proposed Changes to Community Services provided at the Practice

DB advised that the District Nursing Team who are managed by Northumbria Healthcare Foundation Trust were looking to review the current set up and provision of services to patients who attend the practice, i.e. for dressing changes / ear syringing etc. There is a proposed move to Locality Working, so in the future; there may be a central treatment room at X practice which patients would need to attend rather than the current arrangements

Proposed Christmas and New Year Access to GP Appointments

DB advised that TyneHealth [The GP Federation for North Tyneside] had been commissioned to provide access to additional GP appointments over the Christmas and New Year Period. Wideopen Medical Centre would be the local hub and would be offering access to the appointments. DB advised that the website would be updated and text messaging sent to patients to advise to choose wisely over the Christmas and New Year period, and to raise awareness locally of the appointments.

Date of next meeting

May / June 17, date to be confirmed