

# Northgate Surgery Patient Participation Meeting

**Minutes of Practice Meeting held on Thursday 29<sup>th</sup> June @ 4pm**

**Present** C Eades, L Froude, S Eccles, R Schule, D Amery (Bob), Andrea Jarrett.  
L Walker A Kemshell, R Clegg

**Apologies:** Sandra Cutting, Gillian Ivey

	<p><b><u>Introductions</u></b></p> <p>Introduction to Derek (Bob) and all PPG members, explained the purpose of the PPG meeting.</p> <p><b><u>Staff Update</u></b></p> <p>Dr Wong has returned from maternity leave and will be working one day per week on a Wednesday.</p> <p>Maya has returned from Maternity leave as Reception Supervisor she is working 3 longer days per week. Monday, Wednesday &amp; Friday.</p> <p>Mia and Kia are our apprentices who have been on board since November and January. The apprenticeship lasts for 18 months and are well into their staff training.</p> <p>We have been provided with funding for 2 GP Assistants. The GP role is to support the GP's with a HCA clinic including blood tests and ECGs and working with the admin team supporting the GPs with completion of reports. We have two new starters Lydia and Courtney who have been with us now for a couple of weeks. Lydia and Courtney will require clinical training initially, both have an Admin background. Elliot has now completed his training and is working to support Ash Grove Surgery.</p> <p>We are taking on a new Trainee Practice Nurse in November and looking at taking on 9 GP trainees from August. We also have the regular 1<sup>st</sup> 2<sup>nd</sup> and 3<sup>rd</sup> year Physician Associate students; patients will be able to see the students, it will be a busy time for the practice.</p> <p><b><u>Building update</u></b></p> <p>We are extremely tight on space throughout the practice. A builder has looked into the roof, and we do have the actual space available however there are no supportive beams and metalwork for the flooring. We are</p>	

<p>waiting for NHS England to go ahead with funding for the practice to be extended.</p> <p>We are also looking at making the smaller waiting area into a consulting room which should help with the room rota and scheduling. We are unable to extend into the carpark and are limited in the number of staff that are parking in the practice car park to allow the space for our patients. Most of our staff park in either the Squash Club or Mamma Mia's carpark. The practice pays for a certain number of spaces in both carparks.</p> <p>We need to look at being smarter with the utilisation in clinic to make the best use out of the clinical rooms where possible</p> <p><b><u>Registrations</u></b></p> <p>New patients can now register on-line through our website which can make it easier for patients and should help reduce the queues around the reception area. This should free the time up for the team on reception to help deal with the face to face queries from patients. We have started online this week and have received 2 registration requests so far, we will provide an update on how this is working at our next meeting. The number of patients registering has reduced over the last couple of months and things seem to settle, we are unable to close our doors to new registrations. Funding is provided to the practice per head and overall population.</p> <p><b><u>Flu season</u></b></p> <p>We are looking at running the flu clinics again in September/October and are hoping for the majority to be carried out on a Saturday. We need to check who would be available to marshal guiding patients to the correct rooms. We are not sure whether there will be covid boosters this year, we would hope we can book these in together, if this does happen the vaccines would be carried out in simultaneously and one in each arm. Long term we would think there would be a vaccine that combines the two, we have not had any confirmation on when this may be.</p> <p><b><u>Care Homes</u></b></p> <p>The care of patients at both Carlton Court and Priory Gardens is carried out by the staff at Northgate. The 4 practices within the PCN all have a couple of care home that they are responsible for, this started during covid, we have found it does work where the home receive the care from the practice, we have since carried this forward.</p>	<p>LW to contact GI re availability</p>
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<p><b><u>Patchs</u></b></p> <p>The receptionist and on call doctors deal with Patchs our new online system on a daily basis. There was a discussion regarding Patchs and what did our patients think.</p> <ul style="list-style-type: none"> <li>• Complicated</li> <li>• 1 signed up</li> <li>• Unsure how to sign up</li> </ul> <p>Patchs provides the following</p> <ul style="list-style-type: none"> <li>❖ Contact support for anything non-urgent</li> <li>❖ GP consultations</li> <li>❖ Fit/sick notes</li> <li>❖ Repeat Medication and prescriptions</li> <li>❖ Advice on access to any of our services/health professionals</li> </ul> <p>It is really useful, more convenient and quicker than using the telephone, it will also free up the telephone lines for people that cannot use Patchs. It will hopefully help reduce our call wait times so patient can access the surgery quicker for more urgent queries. We are looking at ways to promote this to the patients.</p> <p>Praise received from DA regarding the dip that has been filled at the front door, this really helps when coming into practice with his wife who uses a wheelchair – Thank you.</p> <p><b><u>Other services</u></b></p> <p>Routine appointments can be booked around 2 to three weeks in advance, both telephone &amp; face to face appointments are available, these are also accessible online. GP Care Services are also available for appointments on an evening and weekend with the out of hours doctors. Patients need to call the practice number and that will divert them to the GP care phone line. They are available 6-9.30 weekdays, 9-5pm Saturdays and 9-1pm Sundays.</p> <ul style="list-style-type: none"> <li>❖ They offer same day and routine appointments with a GP.</li> <li>❖ Nurse appointments for bloods</li> <li>❖ Routine ECG's</li> <li>❖ Removal of sutures, clips and simple wound dressings</li> <li>❖ B12 injections</li> <li>❖ Smears</li> <li>❖ COPD and asthma reviews</li> <li>❖ Pill reviews</li> </ul> <p><b><u>A.O.B</u></b></p> <p>DA to review the website and Facebook page.</p>	<p>LW to run through the process for signing up with the members if they wish to use the service</p>
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	We need to look at projects for the PPG members, any ideas would be welcomed.	
	Date of Next Meeting - <b>Wednesday 6<sup>th</sup> September @4pm</b>	