

PATIENT PARTICIPATION GROUP MEETING

TUESDAY 21ST JANUARY 2025

PRESENT: Dr Kashaf Khan, Ruth Pitman, Wendy Baker, Ross Maden, Kay Lewer, Liz Brookes, Ramandeep Bains, Sally Hale, Sharon Colville

APOLOGIES: Tina Brookes, John Stephens, Stephen Birch, Paul Witts

Ruth opened the meeting, thanked everyone for attending and introduced the pharmacy team members. Liz, Brooke, Ramandeep Bains and Sally Hale explained the services they provide, based from the GP surgery. Liz started on her own in 2019 and there is now a team consisting of 7 pharmacists, a trainee technician and 3 technicians. Ramandeep spoke about different clinics they run, hypertension, lifestyle changes, discharges, medication side effects and safety alerts. Sally explained how she deals with blood pressures, ICB targets and savings, care home support, care home support – helping care homes to order online. Paul Witts enquired whether more prescription requests come via the surgery or online. Liz responded saying more requests are moving online, less so from community pharmacy. KK added that we have good pharmacy/GP relationships. We have a direct dial and dedicated email address for pharmacies.

1. MINUTES FROM LAST MEETING

Ruth informed everyone that minutes from the past PPG meeting, 22nd October 2024 are on the website.

Ruth confirmed that there is no consistent trend for DNA's.

RUTH explained to Kay Lewer that AccuRx links are only valid for 7 days.

The phone menu has been amended so there is now an option taking you back to the main menu.

2. STAFFING

Chloe Jones from the prescription team and nurse Kellie Fisher are both off on maternity leave.

Amy Leat has joined the reception team.

Nurses training – James Raybould is starting a diabetes course in February and Christy Sivell is starting an asthma course. Both courses last 6 months.

ANP Rebecca Reeves is in the process of taking over the safeguarding role from Dr Appanna.

3. FRIENDS AND FAMILY

Ruth distributed and went through the friends and family results with 87% in December 2024 saying they were very likely to recommend Northumberland House to friends or family and a score of 86% saying their experience of our service has been very good.

4. DNA FIGURES

DNA figures were handed out by Ruth. £42 lost per appointment with a £177,012 total loss for 2024.

5. PPG ROLE

The role of the PPG was handed out to everyone by Ruth.

Ruth informed everyone of a mental health event that will run between the PCN and PPG on Wednesday 19th February @14.00. The 4 surgeries from the PCN with managers from each practice will be attending and tables set up promoting different services, so far these will be;

Talking Therapies

Mind

Men's walking and Talking Group

Simply Limitless

Stepway

Kevin Gale – Councillor (Armed Forces Champion)

Defence Medical Welfare Services.

Kay will see if a Parkinsons representative can attend.

Kay and Ross confirmed they will be available to help out and welcome people. Texts will be sent to people to advertise the event as well as a post on facebook. Ruth Pitman will send a link to PPG members confirming all services attending. Need to clarify which cohort of patients will be invited.

6. ANY OTHER BUSINESS

Ross who has been a patient for over 40 years expressed how he has noticed the relationship between doctors and nurses and staff has changed for the better. He asked how staff helped to change things. KK suggested to let the PPG know the next time a member of staff comes up with a good idea, as an example of change of practice.

Kay Lower asked about putting up posters and updated leaflets for a walking group, “Best foot forward” to which Ruth agreed. Ruth also asked Kay to send her the link for the digital leaflet. Ruth suggested bringing a walking group representative to the mental health event.

7. DATE OF NEXT MEETING

29th April @ 13.30