NOTES OF ELLISON VIEW SURGERY REFERENCE GROUP MEETING

HELD 9 SEPTEMBER 2013 AT HEBBURN HEALTH CENTRE.

Present: Dr F Rahman; Mrs R Whitehead; Mrs J Mahon – Ellison View Surgery

Mrs L Sewell; Mr M Falcus; Mrs J Keegan; Mrs C Gallaugher; Mrs A Ash;

Mrs E Robison; Mr W McElwee; Miss L McClelland; Mrs A Rodgers

Apologies for absence: Mrs M Johnston, Mrs A Stock, Mrs B Crook

Our Guest Speaker was Mr Stephen Clark, Deputy Chair, South Tyneside Clinical Commissioning Group. Mr Clark talked to the meeting members about the Mid-Staffs Hospital Crisis and the consequential Francis Report recommendations. It was explained that the hospital had both internal and external failings in their system which led to deaths and poor treatment. There were also very serious problems with the management of the hospital and treatment regimes, led by the Board of the hospital. In Mr Clark’s opinion this report was the strongest and most scathing report he had ever seen.

A second document has been produced 6 months ago, which gave criticism from top to bottom. It was felt the management were too defensive, assumptions made about staff behaviour, poor standards and failure to put patients first. 200 recommendations were made and in future this will affect the way Hospital Trust Boards work. New standards of quality are to be implemented and a duty of candour to tell the truth is to be emphasised to all staff.

All Health Bodies are now expected to produce an action plan. Our own South Tyneside Foundation Trust will also be doing their own aaction plan, working with the Clinical Commissioning Group (CCG)

This led to a fuller discussion around personal experiences at our local hospitals and what actions patients/relatives should take where there are serious concerns around care etc. Mr Clark said it was important that patients should let the CCG know of any problems they have encountered with their treatment. The CCG are preparing ‘patient stories’ which will be discussed at hospital level. If anyone wishes to report anything – negative, or positive – please contact Helen Smith at the CCG. (Tel. 0191 2832921, or e-mail [Helen.smith@sotw.nhs.uk](mailto:Helen.smith@sotw.nhs.uk))

Any serious concerns should, of course, go through the hospital complaints procedure. It is however important to report any incidents in a spirit of open-ness.

Mr Clark felt it important to say that no north east hospitals are under scrutiny. The CCG are now doing informal hospital inspections, with minimal notice.

MATTERS ARISING FROM PREVIOUS MINUTES

Telehealth – practices are preparing to look at their patients with heart failure to see if any equipment could be used to remotely monitor their care. This is to be confirmed when more work has been done.

Referral Improvement Scheme – this has saved 1.5 million pounds for the CCG in unnecessary new and review hospital appointments.

NEW BUSINESS

Dr Staples has now returned from Maternity Leave and Dr Helen Johns, her locum replacement, has left us. The Practice was sorry to see Dr Johns go as she has been a popular GP and member of our team. Dr Staples has reduced her hours and is now working Tuesdays, Thursdays and Fridays with her late night surgery on a Thursday evening. Dr Joanna Gutfranska will be working for the practice on a Monday in the short term.

STICS (South Tyneside Improving Care Scheme)

The scheme is to engage with patients with chronic diseases who rarely come to surgery or are housebound. Practice Nurses are beginning to contact patients to either visit them at home or invite them into the surgery. There has been positive feedback so far from those patients contacted.

SHINGLES VACCINE/FLU

Government wishes to immunise all patients aged either 70 or 79 with the new shingles vaccine. This is a national programme which will be rolled out to all those between 71 and 78 eventually.

Our flu vaccine is due in at the end of September. We are also to immunise children up to the age of four with the new flu nasal spray. Eventually the Government hopes to vaccinate all children against flu.

HEALTH AND SOCIAL CARE INFORMATION CENTRE

A data extraction programme will shortly commence via the above Government Centre. The information to be extracted from patient records is NHS number and postcode to allow sharing of information to help improve understanding of the most important health needs and quality of treatment and care provided by local health services. Posters have been put in surgery and leaflets available, to inform patients of this potential data extraction and give patients the opportunity to opt out if they so wish. A copy of the leaflet was given to members present.

PATIENT SURGERY

Ros again went through the results of last year’s survey and asked for the opinion of the Group as to what this year’s survey should contain:

It was felt that we need a review of the telephone system again, and appointment availability. However it was felt that perhaps a little more quality markers should be included, eg perhaps how well patients felt they were listened to when they attended their appointment; maybe how involved they felt in decisions about their care. Ros agreed to incorporate such questions into the questionnaire and would share with the group before giving them to patients. Lynda and Enid both volunteered to help distribute the questionnaires to patients.

ANY OTHER BUSINESS

Ros asked if any of the Group would like to take over as Chair as the reference group really belongs to the surgery, rather than to the Partners and staff. Everyone however wished for Ros to continue to Chair the Group.

PATIENT TEXTS

Query from one member about text alerts. Ros/Jackie explained how we are shortly to switch on patient access for making appointments and ordering prescriptions on line and asked if some of the members of the group would be willing to register and book a ‘dummy’ appointment and script request so we can test this. Also discussed was texting patients. Our computer system allows for automatic text reminders of appointments. A more in depth system, targeting specific patients, or with specific messages attached, has a cost to it. The practice will begin to collect mobile numbers.

NEXT MEETING

Monday January 14th 2014.