**ELLISON VIEW SURGERY**

**PATIENT REFERENCE GROUP**

**NOTES OF MEETING HELD 14 APRIL 2014**

Present:

Mrs L Sewell

Mrs M Johnston

Mrs B Stocker

Mrs A Stock

Mrs B Crook

Mrs T Brady

Mrs A Ash

Mrs A Rodgers

Mrs C Gallaugher

Mrs J Keegan

Mrs R Whitehead, Practice Manager

Apologies Mr Falcus and Miss McClelland

We were joined at our meeting by Liz Williams, Dementia Support Worker, Alzheimers Society. Liz explained there are 12 volunteers working with the Society to raise awareness of Dementia – Voice for Dementia, as well as fundraising events for research and support for carers. There are 23 places across the borough for Dementia Patients – Alexandra Lodge, Connolly House and Garden Court. These centres offer support for both sufferers and carers and often have Guest Speakers. There are also social placements at St Gregories and St Matthews at South Shields, meeting monthly for such things as fish and chips. These meetings are intended as a social outing for relatives as well as the Alzheimer sufferer. They are also a contact point for relatives to join Carer Support Groups.

The Alzheimers Society is raising awareness of Dementia through Dementia Friends training. These sessions are open to anyone and it is the Government’s intention that a million people will have been trained to be Dementia Friends by 2015. It takes approximately 6 hours to ‘Train a Trainer’ to offer 1 hour training to groups of people. The training for lay people covers how to make buildings more dementia friendly – eg GP surgeries, libraries, hospitals etc and to raise their awareness of the disease and how it manifests itself.

This led to members of our Forum being interested in having the training and Ros agreed.

To organise one evening.

DISTRICT NURSING SERVICE

A new clinic service is being put into place by the District Nurses. They will be offering a community dressings clinic for patients needing complex wound care, ulcer treatment etc. These clinics will be held in various buildings in the area, one of which is Hebburn Health Centre. Stitch removal following operations, and ear syringing, will still continue to be done in the Practice. They are also offering a Chronic Disease Monitoring service for housebound patients. These patients will include those suffering from Heart Disease, Diabetes, high Blood Pressure, Vascular Disease etc, who find it difficult to get to surgery to have their disease monitored.

ON LINE SCRIPS AND APPOINTMENTS

The Practice now offers patients the ability to order their repeat prescriptions and to book routine appointments via the internet. Patients need to obtain a password from Reception and register. This is working well and we have approximately 200 patients who are now accessing the service. Not every appointment is available to be booked on line so that patients who are not able to use a computer are not disadvantaged but it is hoped this service will be more convenient to patients who wish to book a routine appointment in advance. Repeat prescriptions are very simple to order and are ready 48 hours after receipt in our Practice in-box, which is checked every morning.

GOVERNMENT INDICATORS

The Government has introduced two new targets for GPs this year – from April 2014 every person over 75 years will have a ‘named’ GP. This is not necessarily the GP they must see each time, but that named GP will have overall responsibility for their care.

Also from April 2014, the Practice will have to sign up to an Enhanced Service called Unplanned Admissions Avoidance. This will mean patients at high risk of frequent attendance at hospital, will be written to with an offer of a care plan and a named GP. The Practice will be expected to check on that patient and discuss any hospital admissions and make contact with patients within nursing and care homes who have been admitted to hospital to discuss why they were admitted. The Practice must also give a special telephone number to the ambulance service, A & E and care homes to by-pass the surgery number when one of these professionals wishes to send that patient to hospital. They must discuss this with a GP first. This will be a lot of work for the Practice to implement.

The Enhanced Service for Dementia will continue – our computer system will continue to flag up any patient who might be at risk of developing Dementia due to their current illness and also to offer care to ‘carers’ of Dementia sufferers.

QUALITY AND OUTCOMES ACHIEVEMENT

The Practice gained 870 points out of a possible 902 for the care we give our patients around recall for chronic disease, noting BP readings and monitoring of chronic disease. We have worked very hard to achieve this result – which is measured by our computer and the results sent to Central Government.

GP PERSONAL SURVEYS

The GPs are working towards their annual appraisal and re-validation work and a patient survey is being given out in the Practice asking patients’ opinions on the GP they have just seen. The results are collated and given to the GPs as part of their appraisal process for reflection on their consultation skills.

SOUTH TYNESIDE REFERENCE GROUP

Mrs Stock is unable to attend the above Group and Ros asked for a volunteer. Linda Sewell kindly agreed to attend on our Group’s behalf.

APPOINTMENTS

Appointments, or lack of them, was again discussed. Ros explained the GPs are aware of the problem and are looking at ways of tackling this through different ways of working. Some members thought our appointment waiting times were worse than other surgeries, other members felt they were no worse than others. Nevertheless the Practice does wish to improve in this area and working towards an improvement.

NEXT MEETING

To be held in July.

Dementia Training to be organised early June.