

NETHERFIELD HOUSE SURGERY Notes of the Patient Participation Group Meeting
15th January 2024

Present: PA, PS, AF, LS, VB ML (Apologies DF OE EC JB JC CB)

1.	<p>PA welcomed everyone to the meeting and updated on the previous minutes as follows.</p> <p>Discussion re: Health Visitors and the rooms that were vacated. VB suggested some external health suppliers i.e. chiropody/podiatry/ear syringing to help the local community with toe nail cutting. PA agreed there needs to be some good use of these rooms. These used to be in house provided via District Nursing but has been reduced and moved to Seaton Delaval. The Practice will be looking to bring these services in from April next year.</p> <p>This lead to a discussion re: Facebook and how best to get the word out for this and many other things. It is the Practice's intention to have a Facebook page for outward communication only and the group agreed that this was needed and that it should be one way only. This will be set up as soon as possible.</p>	
2	<p>Flu season update – very poor uptake to date this year, and PA explained that additional clinics have recently been put on, and despite Flu being in the area there were only 8 patients that took up the offer. This will lead to a lot of wasted Flu Vaccinations that have been pre-paid by the Practice. The order for Flu vaccines will be altered for next year also as a consequence. However, we have access to good supplies should they (hopefully) be needed, but is not for the want of trying.</p> <p>PA also reported that we will be doing clinics on Saturday's over consecutive weeks early in the flu season to try and mitigate this but have always been conscious of delayed deliver that can cause problems.</p> <p>Appointment reminders also noted and the issue with Telephone v face to face where a patient understands they have a telephone appt but turns out they are F2F. ML queried for recent issue that was subsequently organised. This has now been fully rectified and a staff protocol is now in place.</p>	
3	<p>PA also updated on the launch of the Pharmacy First scheme that is the new name for the CPCS scheme and has a host of conditions that can be referred to Pharmacies of prescriptions in some specific cases (as noted in the previous meeting). Capacity has been confirmed and it is important for the pharmacies financially. Discussion re: specific capacity at WELL Seghill noted and PS praised the pharmacy.</p> <p>VB enquired as to whether the Comrades club could be used on a Saturday and PA thought that would be possible for a nurse to attend but would need 50-100 patients for it to be workable. This can be assessed nearer the time.</p>	
4	<p>The new phone system must be in place by 25.3.24 and we have served notice on the current provider. This will hopefully improve access at pinch points through the day mainly 8.30am where call</p>	

	back options will be available.	
5	Parking remains problematic around the surgery with little use of the Blake car park facility now. PA confirmed that the Practice always paid for the use of the Blake arms and wasn't funded for this to his knowledge following a query from VB via the Local council.	
6	Population Health management continues with a focus on Obesity with the first Group session attended by 8 patients and Professionals including GP, Dietician, Physical Trainers and Social prescribers to help inform the patients of the help that is available. Dr McHenry is leading this work.	
7	PA circulated this year's improving the practice questionnaire and all agreed to complete and comment in due course. Some slight amendments this year for updates and service changes were noted following VB review. Covid /Flu Season updated above.	
8	Staffing – PA noted that Dr Bulbeck will return on 19 th February and Dr Allan will leave the Locum position on 15 th February. Dr Allan has been really popular with patients and the group acknowledged this also. Some changes in administrative staff also noted.	
9	Respiratory Hub – Set up by the PCN to cater for winter respiratory issues and there are two GP's working each day to help with the same day demand that the Practice faces. Appointments are limited however due to it catering for the wider area also.	
AOB	AOB – Facebook noted as above. All queried the staff names on the website and PA subsequently checked and confirmed that all of those included under the Info+ Tab (our staff) are current and appropriate. Perhaps a legacy link is being accessed by some of the group... There was no other business and PA thanked the group for their valued attendance and opinions. Next TBC	