

**Sele Medical Practice
Patient Reference Group
Notes of the meeting on
Friday 17 August at 10.30am.**

Present: Derek Bramley (DB), Jean Elphick (JE), Michael Elphick (ME), Sheila Dance (SD), Joan McFarlane (JM), Anne Brooks (AB)

Apologies:, Stephen Prandle (SP), Jean Hensby (JH), Bob Potter (BP) Eva Chesney (EC), Saima Mannan (AM)

Apologies/welcome to any new members

Apologies as above.

Notes of the last meeting (Wednesday 9 May 2018)

These were agreed as a true record.

Healthwatch

Tania Porteous from Healthwatch attended the meeting to introduce herself and the services and functions of Healthwatch Northumberland.

Healthwatch is a statutory body which acts for patients in collecting and passing on feedback to health services, among other things.

It was agreed that Healthwatch should endeavour to attend one of the practice's flu sessions so that they could advertise their services to patients.

Practice update and Primary Care developments

Two new Registrars have joined the practice for 12 months.

Dr Tity Nwankpa is full time and Dr Charlotte Petrie is part time working Tuesdays Wednesdays and Thursdays.

The closure of the overnight facility at Hexham was discussed briefly and gives rise to some concerns as to where patients would go in the event of an emergency – Cramlington or RVI.

National Patient Survey

The results of the recently published national patient survey were discussed. Details can be found at www.gp-patient.co.uk.

Flu

The practice will be offering flu vaccinations by appointment this year to try to ensure that patients are not kept waiting in open clinics as happened last year.

It was noted that income from flu clinics forms a core part of practice income and that flu vaccinations are ordered for every eligible patient.

Car Parking

Northumbria Healthcare Trust is proposing the installation of barriers in the patient car parks in line with other Trust sites in the county.

The reconfiguration of some of the areas was mentioned and it was noted that there appears to be excessive disabled bay provision. It is not known, however, what the appropriate ratio of disabled spaces would be.

Newsletters

The latest newsletter, August, had been distributed.

Any other business

DB circulated some information from the North East Ambulance service detailing criteria for 999 (life threatening emergency) calls and 111 (less urgent than 999) calls.

These include but are not limited to:

999	111
Chest pain	You need help fast but it's not a 999 emergency
Difficulty breathing	You think you need to go to A&E or need another NHS urgent care service
Unconsciousness	You don't know who to call or you don't have a GP to call
Severe loss of blood	You need health information or reassurance about what to do next.
Severe burns or scalds	
Choking	
Fitting or concussion	
Drowning	
Severe allergic reactions	

SD mentioned that Pharmacy2U are marketing their services fairly aggressively.

It was noted that this is a company offering a slightly different service (postal) to those obtaining home deliveries from more local pharmacies but that it was up to the patients to choose. The practice has regular communication with the local pharmacies but cannot comment on services offered by Pharmacy2U.

A patient had requested information via a group member about the possible removal of two family members from the practice's list.

Assurance was given that patients are removed only when they register with another practice which then requests their medical record.

Attendances at other practices as 'temporary residents' or at walk in centres would not lead to registration elsewhere.

Students when attending 'freshers' week' can often be encouraged to register with local practices so may occasionally be unaware that they have done this or forget if they have no need to attend the new practice.

Date and time of next meeting: Wednesday 14 November at 4.00pm