

**The Grove Patient Voice
Wednesday 12th July 2017**

Present

J Carrick (JC)	Christian Townend (CJT)	Claire Atkinson (CA)	Judith Burdus (JB)
Kathleen Haldane (KH)	James Wilkinson (JW)	I Kirkwood (IK)	J Kirkwood (JK)
C K Foo (CKF)			

Apologies – J Rolfe, Liz Robson, J Smith, M Smith, R Douglas

Serial (a)	Event (b)	Action (c)
1.	<p>Out of Area Patients – discussion led by Dr CK Foo</p> <ul style="list-style-type: none"> The practice has been reviewing the boundary area; the East end has grown considerably. Historically the out of areas were Hazelrigg, wideopen and Brunswick village, but other surrounding areas have now grown, making this a bigger issue for the practice. Following great consideration a decision was made to write to some of the patients as visits were becoming more difficult and time consuming. Some areas are classed as North Tyneside, this makes arranging services such as Health visitors and District nurses more difficult. Great Park is rapidly growing and it was never intended for the practice to cover this area as the developers are required to include social support. The practice can confirm that Brunton park surgery and both wideopen surgeries have open lists so patients can access primary care services; that would be closer to their home. 31 patients have been contacted and the practice has received 5 appeals. JB added that she sympathises with the elderly. CK reassured the group that the list was circulated amongst all of the GP's and if any patients have ongoing issues they were not contacted. The group concluded that as the patients were able to access primary care services then there was general agreement that this issue needed to be addressed, There must be a balance between the needs of patients, reluctance to ask patients to register elsewhere and the reality of the extra time and pressure put on the practice as it strives to deliver high quality care. <p>CT thanked the group for their thoughts and feedback, the requirements placed on the clinical staff has made this process very difficult. Patients will be advised that The Grove Patient Voice has been consulted regarding this matter when dealing with appeal requests.</p> <p><i>The group thanked Dr Foo for his attendance and for the time taken to update the group on current practice issues.</i></p>	

<p>2.</p>	<p>Welcome & Introduction</p> <ul style="list-style-type: none"> JC Welcomed and thanked all for attending. The previous minutes were recorded as read – no amendments. 	
<p>3.</p>	<p>Current Issues within the Practice – CJT</p> <ul style="list-style-type: none"> Christian Townend - Resignation – CJT added it was an extremely difficult decision, but he recognises that he has a short working life left and an opportunity hadarose to work within the federation on a more full time basis at an executive level; representing general practice. CA to take on postion as Practice Manager with support from Dr R Douglas as Executive partner.CJT will be supporting CA during the handover period and will leave the practice in September. Practice News - Building update- The practice has looked at Regent centre but there was no significant gain in square footage. There is still the ongoing issues with disabled access, but the practice does not wish to engage with planning whilst suggestions of moving are still in consideration. There is an obvious affection held towards the building, which adds to the complexity when decision making. Dr Nielsen recently had a bike accident whilst racing in Mallorca, fracturing both wrists. Dr Nielsen may need further surgery, which will delay her return to the practice. Dr Bell has given birth to a healthy baby boy. Apprentice Scheme – The practice has two male apprentices who are developing their skills whilst working in thereception team, the scheme has been a great success at the practice. Horizon Scanning – (threats and where the practice sits) The practice has a continuity plan in place which is regularly reviewed and updated. There has been updates and information made available via GP teamnet (a website used for information gathering by primary care) following the recent Manchester attack There is an ever present danger and staff have been assaulted in the past, the practice has a Panic button installed which immediately requests police attendance. There are also panic buttons within the clinical system and a tannoy system to call for help on the 	

	telephones. All staff complete regular conflict resolution training	
4.	<p>Deciding Together – JC Feedback</p> <ul style="list-style-type: none"> Adult Mental Health initiative – feedback following attendance at St James Park on the future shape of Mental health services in Newcastle and Gateshead. The meeting included professionals from social care, education and Housing. The concept is in reducing the amount of time people will spend in hospital and creating better, more integrated care outside of hospital in the community, helping people to recover sooner. A consultation process has taken place over the last two years with 2 open forums, the changes will mean the creation of new in-patient facilities at Newcastle's St Nicholas' Hospital, and the opportunity to innovate a wider range of improved and new community services, some that will be specifically provided by community and voluntary sector organisations under new contracts. The outcome is to maintain wellbeing, JC added if the group has any thoughts or suggestions she is happy to feedback. 	All
4.	<p>A.O.B</p> <ul style="list-style-type: none"> Patient Engagement Group-JC will feedback to the group (forwarded to group by JC 18/07/2017) The GP services survey - Results have been collated and illustrate that fewer than half patients want to see one particular GP – results seem questionable GP Provisions in the West – Grainger Medical Group has significant problems, all management support has failed and once again the service is out to tender, leaving patients in a very vulnerable situation. (KH added she will forward questions to her MP and feedback any information) 	
5	<p>Enlarging The Group</p> <ul style="list-style-type: none"> JC attended a baby group to hand out TGPV leaflets and contact details – unfortunately there has been no response CT added that the GP's and Nurses target patients they think may be suitable – CA to send a reminder email to clinicians 	CA

	<ul style="list-style-type: none"> • KH suggested targeting the yoga group Ucci at Trinity – JC will leave some of the printed handouts. • KH advised the group of a fairly new initiative - science Central a culture lab that research's provisions - KH to put together a small piece that can be included into the practice Newsletter 	<i>KH</i>
	<p>Gratitude's</p> <p><i>JC extended the groups thanks to CJT for his commitment and support and wish him every success in his new venture</i></p> <p><i>The group wished to extend their gratitude to J Smith for his hard work and dedication over the years and for his support and handover to Judy Carrick - New chair.</i></p> <p><i>CJT thanked the group for being so engaging, their positivity is well received and the practice values the groups input and support.</i></p>	
	<p>There being no further business the meeting closed @15:25. The next meeting will be held on Wednesday 11th October 14:30 at the surgery.</p>	