

PRUDHOE PPG

Meeting 8th December 2016

Minutes

Present : - Dr Ann Egan, Andy Gill, Alan Greenall, Elaine Heane, Tony Hockey, Lindsay Hopkins, Peter Kerry, Sandra MacKinnon

- 1. HPCA (Hadrian Primary Care Alliance)** – A group from West Northumberland that has been established for 7 to 8 years. On the board are two to three Doctors and Managers including Dr Quilliam, who chairs the group and Tony Hockey. The Alliance supports Primary Care to offer local services in the area including a Vasectomy Service and Warfarin Clinic (one is held at Prudhoe) which means that patients do not need to attend appointments at hospitals. Research is being carried out into illnesses such as Diabetes. One of the Prudhoe Practice Nurses is involved with these studies.

- 2. G.P. Workload Statistics**
Workloads were discussed at the Practice Away Day in October 2016. This included appointments, tasks outside appointments, scanning – documents to patient records, visits, now reduced from 1326 in 2014 to 865 in 2016. Prescriptions issued for 2015/16 were 4377 made up of 22,177 items. Repeat dispensing reduces wastage but the push towards 56 day Scripts is causing problems with dispensing.

- 3. Online Services 2015/16**
Figures as follows:-
ETP (Electronic Transfer of Prescriptions) - of total produced 47%
SMS to Patients to remind them of their appointments- now 42% and increasing. 4000 + have now registered for this service
Online Services – Patients now using – 35%
Emails from patients – 313. This service should not be used for urgent cases
All figures have increased since 2014/15

4. Reception Desk Privacy

It was suggested that when staff are not manning the reception desk, that a bell be placed on the counter for patients and also that the person on the desk should not have to answer the phone. CCTV monitors activity at the desk.

5. Healthy Lifestyle Project

Alan on a number of occasions has attempted to contact the team at Fleetwood, but to date has had no response. It was felt we were no further forward with the Prudhoe project and that as a group we need to find contact details and also have a presence at The Town Fair. It was suggested that Northumberland County Council may assist as they have preventative programmes for e.g. on smoking or STI's and Healthwatch. The fund available is £600.00.

6. Progress Report on Northumberland CCG

It was leaked to the press that Stephen Mason from Northumberland County Council will take over CCG as provider of Services but only if current debts are reduced.

NHS England has proposed that G.P. Surgeries should open for longer hours to include Christmas and Bank Holidays.

7. AOB

The next meeting of the group is February 9th 2017 at 5.00pm