

## Patient Panel Meeting Wednesday 27<sup>th</sup> July 2016

**Present :** Dr Seeber, Anne Ruffell, Ian Davies, Raymond Davidson, Alf Potts, Jennifer Allen, Lynn Holman

**Apologies** Kelly Wilson, Healthwatch ; Joyce Bainbridge, Stuart Miller

**Notes of last meeting** – Agreed

**All Together Better / Vanguard :** Mr Davidson attended a meeting earlier today which discussed Vanguard, a Sunderland CCG / Alliance project covering the following areas : Enhanced Primary Care, Risk Stratification and Recovery at Home and links in with the Sunderland “ All Together Better” project. The purpose is to try to identify patients more “at- risk” of hospital admissions e.g chronic disease suffer, and to ensure the appropriate care is put in place when discharged home from hospital to try to avoid re-admission. Mr Davidson wanted to know if the GPs felt this was worthwhile. Dr Seeber agreed that this is a good project, it seems to be working well and it has improved communications over the community teams who meet every week to discuss “at risk” patients.

Mr Davidson brought in some information which Anne will copy to all which shows an example of a pathway for a chronic disease sufferer “ Jack’s Journey” when discharged from hospital. **Attached.**

**Website changes :** I.T have been working on practice websites and given them a new Appearance, but pts can’t access the appointment booking or repeat prescription ordering facility. Anne Anne can’t make any changes. IT informed of problems last week but no response received to date and Anne will chase up.

**GP Trainer :** Dr Dixit has completed the GP training course for the practice to become a Training Practice.

**Premises :** We have received the Valuation report from Sanderson Weatherall and they have uplifted the annual market rent by £450. The Partners have agreed to meet this increase. We have replied to GP Surveyors and are awaiting their response.

**Nurse Practitioner :** Thanks to Joyce for sitting in on interview panel. Unfortunately Partners felt they couldn’t appoint at this stage and have re-advertised the post. The closing date is 12<sup>th</sup> August and we have received one application so far.

**Complaints :** We have received one written complaint in the first quarter Apr-June. A patient wasn’t happy as wanted more medication than practice protocol allowed but happy with a private script and complaint was resolved. **Attached.**

**Significant Events** : April – June. Some significant events have been discussed and will be formally logged when full details have been written up by the GPs and passed to Claire.

**Friends & Family Test** : Results for the first quarter April – June circulated. No responses were received for June but all responses and comments received were good. **Attached.**

**Changing Lives** : At the last education event for practice staff one of the topics discussed was Changing Lives. This is a project which works with homeless people. Anne asked the group if they would be interested in a speaker coming along to one of our meetings and the group agreed. Anne will try to arrange for the September meeting.

**Five Year Plan** : Lynne wanted to know what was happening with regard to media reports about removing patients from GP panels if they haven't been seen for over 5 years. No official guidance has been received into the practice yet. Anne will keep the panel updated.

Ann has attached a copy of the current Sunderland Clinical Commissioning Groups 5 Year Plan from 2014 – 2019 just for information **Attached.**

**Future Meetings** – As the practice is no longer open late on a Wednesday evening it was agreed that future meetings should start earlier to finish at 6pm when the practice closes.

**Date and Time of Next Meeting :**

Wednesday 28<sup>th</sup> September at **4.30pm.**

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**PS : Panel Night Out**

**Our next night out is planned for Friday 19<sup>th</sup> August, 7pm at Asiana.**

**Can you please confirm your attendance by Tuesday 16<sup>th</sup> August.**

