

## Notes of Patient Panel Meeting Wed 30 September 2015

**Present :** Anne Ruffell, Jean Smith, Raymond Davison, Jennifer Allen, Lynn Holman

**New Member :** Welcome to Lynn Holman our newest member.

**Apologies :** Ian Davies, Joyce Bainbridge, Robert Lewin,.

**Notes from Last Meeting 5.8.15 :** Apologies given by Jean Smith omitted in error.

**Guest Speaker :** A guest speaker, Katherine Airsom had been invited to attend our meeting. Katherine represents the Locality Patient Participation Group (LPPG) and is keen to invite new members from other practices. Unfortunately Katherine couldn't attend as she couldn't manage the stairs. We don't have a lift in the building and there isn't anywhere suitable to hold meeting downstairs. It is unfortunate that another member of our panel had to leave because of this problem.

Katherine can be contacted on 0191 5109442 if any member would like to speak to her regarding local meetings.

Agenda of the last LPPG held on 27<sup>th</sup> August was circulated to the group.

Health forums were held in September and anyone wishing to attend future meetings / register for events can call Julie Whitehouse on 0191 2172670 or [www.sunderlandccg.nhs.uk/get-involved/shf](http://www.sunderlandccg.nhs.uk/get-involved/shf)

### **Nurse Practitioner / Practice Nurse**

We have appointed Linda Lambert Practice Nurse, who is also an Independent Prescriber and she started work with us on 14<sup>th</sup> September.

### **GP Premises Infrastructure Funding**

Anne attended a meeting to discuss the possibility of securing funding at the CCG headquarters with Lisa O'Keefe from Eden Terrace Surgery who are also looking to secure new premises. A follow up meeting will be held in November.

Anne informed the group that Super Centres had been mentioned by the CCG as a possibility in the future e.g one for each locality but the panel aren't happy with this and wonder when patient consultation will take place.

Raymond had attended a recent meeting which included the Strategy for General Practice in Sunderland and brought back copy of presentation and some information leaflets " A guide to choosing the right NHS service for children". Anne will display these leaflets and circulated copy to the group with notes of meeting.

### **CQC Visit**

We still don't know when to expect our visit but our panel members would be more than happy to meet with CQC staff if required.

### **Out of Hours**

This service is still ongoing for appointments evenings and weekends and can be booked via reception or 111.

## **Health Watch**

There is funding up to £500 available for community organisations to be used for the purpose of gathering views of the public around a health or social care issue e.g venue hire, refreshments, advertising. Jennifer took a copy as she thought this might be useful for the Essence Service.

The deadline for applications is November 13<sup>th</sup>. Copy of information to be circulated with notes..

## **Telephone System**

To date we haven't received any complaints from patients regarding new telephone system or difficulty in getting through to the practice.

## **Appointment System**

GP telephone consults have been working well but the partners have decided to release some extra slots for normal pre-booking and more have been opened up for internet booking.

## **Date and Time of Next Meeting**

Wednesday 25<sup>th</sup> November at 5.30pm

**\*\*\*\*\* Flu Clinics started September – please ask at reception for more details \*\*\*\*\***