

Patient Forum

Date

Tue 26 Nov 14:00 - 15:00

Location

FMC

Confirmed attendees

Emma Graham

Other Attendees

Apologies: DN, MW, JL In attendance - EG (Deputy Practice Manager), TB (Patient Lead and CCG link), SA, JH, WT, VT, NR, EL, MS-G, AC

Details/Agenda

- Review of Minutes from August
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CCG Business

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Practice Business

- CQC Annual Regulatory Review 14.11.19
 - Practice newsletter - suggestions for articles
 - PCNs
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Minutes

- Lengthy review of previous Minutes due to low numbers last time.
- EG advised the Practice had undergone an Annual Regulatory Review, which was a telephone review of our services by the Care Quality Commission. Pleased to announce the Practice retained its "Good" rating.
- Also discussed restarting Farnham Newsletter as did seem to have published any in recent times. Layout discussed and types of articles to be included.
- EG also advised of recent introduction of Primary Care Networks (PCNs). 3 networks in South Tyneside to deliver some services collaboratively to approx 150,000 patients. We are in a network with Talbot, Wawn Street, Trinity, West View, Dr Haque and St George's and Riverside practices.
- Discussion of personal experiences of stroke services for South Tyneside
- Discussion of 111 services, mixed reviews
- EG asked for opinions of waiting room experiences, agreement that more use needs to be made of waiting room call screens. Lengthy discussion earlier meant Eg was not able to discuss information offered, is it available in enough forms, would more leaflets available be beneficial etc - to be discussed next time
- Appointment system discussed, also results of patient survey from May 2019 which showed high levels of patient satisfaction from patients who had been in very recent contact with the surgery.
- As part of the review of the previous Minutes, EG advised the practice had been making referrals to a social prescribing team for patients who were either high intensity users (all ages who may sometimes use GP services when there are other services better placed to assist them) and also for patients with either diabetes or COPD to help them manage their own condition more effectively.
- MS-G offered information about Happy House, an organisation she works with who offer social engagement for those over 60. It was agreed that although both services offer social support, their target audiences were very different. EG agreed to pass more information once received in electronic format
- Also discussed Key for Life based in old library on Boldon Lane who aim to reduce the risk of homelessness for young people in South Tyneside.
- Dates of future meetings were agreed for 2020: 7th Jan, 3rd March, 5th May, 7th July, 1st Sep, 3rd Nov.

Actions

- EG to produce final Terms of Reference for next meeting so the group can agree the purpose of the group and adhere to expected levels of
- MS-G to send EG emails of leaflets etc as had not been previously received.

Associated documents:

- [Patient Forum Tuesday 13th August at 2.00pm \(13/08/2019\)](#)