**NORTHGATE PRACTICE PATIENT GROUP**

**GENERAL NOTES TAKEN AT MEETING 11TH DECEMBER 2018**

**ATTENDANCE: Dorothy Barrell, Danny Newey, Roger Corbett,**

**Jim Bailey, Bob Ingram, Jo Worton, Louise Platt, Janet Jukes**

**APOLOGIES: Maureen Nathaniel, Anne Harrison, Doris Lee**

**CHAIR: Sylvia Bailey NOTETAKER: Janet Jukes**

**VISITOR: Dr Singal**

**Practice Update: Dr Ladak has left the practice, Chris Blunt is Strategic Manager for**

**the practice**

**Confidentially forms to be signed, SB to bring to next meeting.**

**SB welcomed Dr Singal, who had been invited to our meeting to discuss any updates**

**the group had on dementia/mental health (young people)/ carers**

**JW asked Dr Singal is the practice identified patients who showed early signs**

**of dementia and how it affects their carers. Also underlying mental health**

**problems in young people. Teengagers and young ment in particular.**

**Dr Singal gave a talk and said that there is a test that the doctors can do to assess**

**whether a patient is showing signs of dementia and if showing signs they can be**

**referred to the Memory clinic where they can receive further help, advice and**

**treatment. The group asked many questions and Dr Singal, JW and LP are**

**going to come back next meeting for the group to go further with this dementia**

**problem. Also he was asked about whether the practice can speak to family**

**members to see how they are coping as it is the carers who take up most of the**

**responsibility of looking after a dementia patient and as the illness progresses**

**the carers health and family life does take its toll, so this is another thing the**

**group are going to come back with next meeting. Dr Singal made many notes**

**and was very happy to help and advise us and he will, time permitting, come**

**back and we can discuss in further detail what the group can do. JW and LP**

**are going to work with Dr Singal so that the practice can deal more efficiently**

**with dementia/carers. Another question put to Dr Singal was, could dementia**

**patients and their carers be invited to the surgery to discuss their worries and**

**questions they may have. Dr Singal said he would look into this.**

**Dr Singal was thanked by the group, who had to leave owing to him going to**

**another meeting.**

**\*\*Referalls to Secondary Care: BI asked whether the practice went ahead**

**with referalls. RC said the CCG has a book/list which doctors can refer to but**

**some operations that used to happen are not because they are no longer on the**

**list of referralls. SB asked if a patient could appeal, does the cost come back to**

**the practice and who makes the final decision. BI is still concerned about the**

**whole business and it should be clarified. SB is to do this.**

**\*\*SB said once again that she thought the practice wasn't working with the group**

**and asked for guidance that would effective to the practice. We need to, in future**

**months, do more things for the practice.**

**1. SB thanked members of the group who helped with the flu clinics.**

**2. Patient access to appointments: Patients can only book for two weeks**

**in advance at the moment and when going online there are sometimes no appointments**

**to be had. Ask Adam. -**

**3. Are out receptionists briefed regarding the telephone number of the out of hours**

**doctors that attend the hub at Portland practice, next door for emergency appointments.**

**Are they telling patients when they ring our surgery that they can go to the hub as**

**long as they make appointment, same day. LP went to a CCG meeting and said**

**that fifty doctors are employed for the hubs and are 'proper' doctors and an access**

**patients records on the computers at Portland practice. The number to ring is**

**01922 501999 and ask for an emergency appointment at Portland practice.**

**Adam has asked us to promote this. It ends in March 2019 and hopefully will be**

**extended if the funds are there. –**

**4. DNA's: When patients make an appointment could Adam ask for patients to reply a day before when sending their late reminder. JJ will ask Adam**

**5. I think brand new TV screens are being send to surgery.**

**6. LP is going to help promote cervical screening test. Their is a big promotion**

**going on in March 2019 so we hope to get posters etc. for the event. It is an issue**

**with the cervical team as many ladies are not going for their appointments and it**

**vital that they are missing out on this test.**

**\*\* BI asked Dr Singal at what age would he see a young person without a parent**

**Dr Singal said probably 14 in extreme circumstances but usually 16, which he**

**would prefer.**

**There were quite a few more questions on various subjects that were touch upon**

**but owing to lack of time members will have to bring them up at the next meeting,**

**if you have something you wish to discuss, let SB know.**

**\*\* These should have been put in Dr Singal's discussion, sorry for my mistake.**

**Next Meeting: Tuesday 19th March 2019 @ 6.0pm.**