**NORTHGATE PRACTICE PATIENT GROUP**

**GENERAL NOTES TAKEN AT MMEETING OF 23RD OCTOBER 2018**

**IN ATTENDANCE DOROTHY BARREL, LOUISE PLATT, JO WORTON, ANN HARRISON, ROGET CORBETT, DANIEL NEWEY. MAUREEN NATHANIEL, BOB INGRAM (VISITOR), JANET JUKES**

**APOLOGIES DORIS LEE**

**CHAIR SYLVIA BAILEY NOTETAKER JANET JUKES/SYLVIA BAILEY**

**SB introduced Bob Ingram. It is his first time at the group meeting with the present chair. Hopefully Bob will join the group.**

**Also**

**SB introduced Adam Noble who is administration manager at the surgery who will liaise between the patient group and practice**

**CHAIR UPDATE - Confidentiality – sharing of email addresses – in keeping with legislation affecting confidentiality and data protection, AN will supply group members with forms to complete approving sharing of email addresses. Until then copies of emails will be sent ‘blind’**

**PRACTICE UPDATE – AN informed the group that**

**Dr Ladak has left the practice .**

**Chris Blunt is now Strategic Manager.**

**Dr Singal has trained as a cancer specialist for the practice and Sharon (receptionist) a Macmillan Champion also trained recently. Patients diagnosed with cancer will be supplied with all vital information and leaflets signposting to support and help. A dedicated private room is available for consultations relating to treatment etc. This is a trial for 2 years . The patient group members welcomed this initiative.**

**JW-Asked AN if the practice followed a protocol to identify mental health needs in young men (high number of suicides) and also detection of early onset of Dementia (elderly population). JW is particularly interested in Dementia patients and their carers and she has requested that a Mental Health professional attend our next meeting to address concerns and to give the members a better understanding of the part our practice plays in identifying and supporting Dementia patients and their carers. AN to advise.**

**BI - Referrals to secondary care – stated that he understood that referrals are filtered by CCG ….the question is – How is it decided to approve or reject a patient referral from primary care to secondary care?**

**JW - Primary Care - clarification needed on the future of patient groups ( GP federations/alliances and mergers appear to be the future). JW and LP will seek out this information for the next patient group meeting.**

**Website - DN will liaise with AN relating to deletions and additions needed to bring the website up to date together with giving the patient group a higher profile to attract more members.**

**Flu Clinics - From 8am – 10am on 10th November . Volunteers from the group to manage queues and refreshments are – LP.AH.DB and SB. The chair and members recognised the value of members giving up their own time to assist. …Thank you**

**Appointments on line - informed the group that although trying numerous times has been unable to book an appointment on line. JJ and SB also supported this and had the same experience. AN to look into this**

**DB said that the patient group needed to be focused on Northgate Practice and not CCG etc. Members agreed .**

**SB – in keeping with the group’s wishes to attract more of the patient population it was felt that alternate days/times should be offered when the meetings take place e.g. to accommodate workers etc. Sb will collect information on group members availability on different days/times of the week.**

**AN - informed members that Portland Practice will be the fourth hub in Walsall to offer extended hours opening e.g. 6,3opm – 9pm Monday to Friday starting on 1st November 2018. These additional appointments will be available to all patients who are register with a Walsall GP.**

**AH – asked if the practice did carers’ annual health checks and if the practice is giving carers the appropriate help/support that they may need. – AN to look into this and report back at next patient group meeting.**

**The next meeting on 11th December - will host the annual Christmas ‘do’. AN confirmed that all refreshments bought by the members will be reimbursed ..SO KEEP ALL RECIEPTS PLEASE… a suggested list of food/drink will be circulated for members to select what they would like to bring.**

**Grateful thanks was given to all volunteers who assisted in the management of the flu’ clinic queues etc. Voluntary commitments should not be taken for granted and should be valued by the practice .**

**The next patient group meeting in 2019 will be during the month of February…date to be advised….**

**Meeting closed 5.30pm.**

**NPPG – Notes 23.10.2018**