

**PPG MEETING – 21<sup>ST</sup> OCTOBER 2013 – 6.30pm to 8.00pm @ St Luke’s Hall, Wallsend**

**Present Drs Bendelow, Ng, Foxen, Fawcett, Scott and Carstairs and K Iliadis and various staff members (practice)**

**Tina Trowbridge, Vicki Guillory, Tony Turnbull and Jim Barnes (PPG Group)**

Dr Bendelow opened the meeting by thanking everyone for attending. He reminded everyone present that this is not the forum for personal complaints

He then asked for questions from the floor:-

**Q Someone asked if there were any doctors that had specialties?**

Dr Wright responded to say that not specifically as in the hospitals, but he did provide a dermatology service at the surgery (there are criteria for this and not for cosmetic reasons) Each GP will usually have an area of interest ie family planning, child health, diabetes etc

**Q How do the GP keep up to date with withdrawn drugs/side effects and other drug info?**

Dr Bendelow explained the system for alerts that are sent out centrally and that we have a pharmacist who works with us to identify patients on certain drugs that need action

**Q How has PPHC reacted to the changes in the NHS?**

Dr Wright explained that we have embraced the changes rather than fight against them. We do not feel that this is privatisation; GPs are and have always been independent contractors in the NHS

**Q Will PPHC be open on Saturdays and Sundays?**

The 7 day working is coming but it is unlikely that all practices will open all weekend. It is more likely that practices will start to work together to share a rota system so one practice in Wallsend for all patients. Nothing has been agreed as yet though

**Q Who regulates/monitors the practice?**

We are accountable to the CCG and to NHS England – there are a number of reports etc that we have to submit each year and standards that we have to attain

**Q Why do we have to ring in at 8am for appointments?**

You need to ring in each day for same day appointments. You can pre-book appointments and we offer early morning and evening ones too. We also offer telephone consultation slots each day with the doctors that are working. If you want one particular doctor then you will need to pre-book or ring each day or take an appointment with another Doctor. You can also register to book appointments online

**Q Why are appointments only for 10 minutes?**

The previous standard was 6 minutes, but patients are now complex and have multiple problems. Patients are encouraged to be more forthcoming with the doctor and get to the point – we know some patients find things embarrassing, but it is unlikely that the doctor has not come across your problem before. Nurse reviews are very good – they are much better at doing routine checks and there is no need to see the doctor as well if you have seen the nurse. If there are any problems or concerns the nurse will always liaise with the doctor anyway

**Q Should patients have hand gel to use for the check in screen?**

We have checked this with infection control and they advised that it is not necessary. The unit is sanitized every morning before we open. Patients need to use door handles etc to get into the building and on the bus so any fears are unfounded. There is a greater need in hospitals, but not in primary care

**Q How will the NHS cope in the future with Dementia?**

The NHS as a whole will have a big task in providing services for dementia/Alzheimer's and Parkinson's patients. We are being asked to actively screen patients currently and hopefully this information will be used to plan further services. Some pre-senile dementias can be hereditary and some are vascular. There is no cure as yet but there are antidementia drugs that can help with the symptoms

**Q Who should have the Flu vaccine?**

Everyone over 65 or in the at risk groups should have a flu vaccine. It is needed every year because the virus changes. The vaccine cannot give you flu as it is an inactive vaccine

**Q How do you get to be on the PPG group?**

The core group is in place for 3 years. Any patient can register for the email/online PPG membership

KI asked the meeting what it felt should be a priority for the PPG group this year and what we should conduct our survey on?

After discussion it was agreed that there did not seem to be much information available on mental health services and charities. It was agreed that we would run a survey to find out the level of understanding of mental health issues and then provide information on services available.

KB thanked everyone for attending and closed the meeting at 8.00pm