

**Sele Medical Practice
Patient Reference Group
Wednesday 8 November 2017 at 4.00pm.**

Present: Derek Bramley (DB), Bob Potter (BP) Jean Elphick (JE), Michael Elphick (ME) Anne Brooks (AB)

Apologies: Sheila Dance (SD), Joan McFarlane (JM), Jean Hensby (JH), Stephen Prandle (SP),

Apologies/welcome to any new members

Apologies as above.

Kerri Tron had given her resignation having moved away to study medicine.

Elizabeth Fish had resigned from the group having reached a milestone birthday.

Both had been thanked for their help and support.

It was agreed that efforts should be made to encourage at least one younger member to the group. *Action -AB to contact QEHS.*

Notes of the last meeting (Friday 11 August 2017)

These were agreed as a true record.

Matters Arising

All matters would be covered by agenda items.

Practice Update

Drs Carlin and Hussain, both GP registrars were working at the practice, Dr Hussain full time until February and Dr Carlin part time until August.

Practice Nurse, Susan Slaney is recently returned from maternity leave but is to move to a practice closer to home shortly. A replacement nurse, Charlotte Soulsby will be starting in January.

Care Navigators

The practice is training two receptionist care navigators who will, on referral from a clinician, be able to signpost patients to other services and organisations as appropriate. The reception team is already very skilled at this and this will formalise that part of their role.

Primary Care Developments – Hub working/ACO

A new, extended hours 'hub' called the Hadrian Extra Care Hub has been set up at Corbridge to offer patients appointments between 6 and 8pm and on Saturdays.

This is still in its initial stages but phlebotomy and GP appointments are currently available. There are plans to recruit practice nurses to offer a wider range of services. The services will be advertised once it is more robustly staffed and patients can ask to be booked into these appointments via their practice.

Any other business

111 services

DB highlighted the variety of services offered by NHS 111 from routine care to diverting calls to 999. Ambulance response times for life threatening cases have been reduced from 8 minutes to 7 minutes with 'see and treat' paramedics available for less urgent cases.

Overnight opening at HGH

This had been reintroduced unexpectedly and was welcomed by the group although it is thought likely that numbers of attendances will remain low.

Case studies (costings)

It was agreed that AB would provide some indicative costings for a patient journey.

2018 Meetings (subject to change):

Friday 23 February at 10.30am

Wednesday 9 May at 4.00pm

Friday 17 August at 10.30am

Wednesday 14 November at 4.00pm