

Eaglescliffe Medical Practice Patient Participation Group

Patient Participation Group Meeting held on Thursday 1st February 2024

Attending: 30 + members

**Agenda:**

Introduction and welcome.

Development of PPG.

Extended Services and Primary Care Network

Update on Clinical staff.

Update on additional Clinical Supporting Staff.

Minutes provided by a PPG member.

**Introduction and welcome**

Dr David Hindmarsh introduced himself and welcomed new members attending. He explained the changes to the practice and the wider care network.

**Development of PPG**

The hopes are that the PPG will take more responsibility, and help promote the services of quality and care, and improve the communication between the practice and patients.

It was discussed that the media does not always take a positive view of G.P practices and there can be a lot of negative press about Primary Care, and it is hoped that by more positive communication this will change. Social media can be an important platform to help promote this. For example, the Group Practices can work together to form a Primary Care Network to share knowledge.

**Extended Services and Primary Care Network**

Our Primary Care Network group is called BYTES, and this includes practices Thornaby & Ingleby Barwick Group, Yarm Medical Practice, Park Lane Surgery and Eaglescliffe Medical Practice. Additional funding can be accessed by the Government via a scheme named 'Additional Roles Reimbursement scheme' where non-Doctor clinicians, Pharmacists, Muscular Skeletal Practitioners and Mental Health workers help to increase access for primary care.

Dr Stephen Salvati then spoke about the use of the building on Sundays, which has been sub-contracted for use for extended hours. H.A.S.H. (Hartlepool and Stockton Health) deliver this service who have access to a 'bank' of doctors, nurse practitioners, nurses, and health care assistants available. These clinics are available to the BYTES patients and are prebook only through your own GP practice. This is not 'an open access' service, and the health centre is not open for our patients unless an appointment is booked. Extended services from practices started in 2016 and has proved to be successful. Dr Salvati explained how PCN's work and the services H.A.S.H provide.

One member suggested this information should be on the practice website, so elderly people can have access to all the latest information. It was discussed that this could also be shared via email and texts to reduce costs. By providing new access to information via media means less people using the practice telephone to get information.

**Update on Clinical Staff**

Dr Hindmarsh updated the group on our current staff, including 7 Doctors, 2 Nurse Practitioners, who specialise in chronic diseases and routine illnesses. There are also 2 Nurses and 1 HCA. All staff now wear a new uniform to help identify their roles. G.P registrars are also working in the practice as well as medical students.

Patient feedback - It was mentioned by a member that appointments are slightly longer for medical students, and the patient should be told when making the appointment as this was not disclosed when making the booking.

**Additional Clinical Supporting Staff – Primary Care Network staff**

Pharmacists are an integral part of the practice team, and the practice now has a Pharmacy Team which includes 2 Practice pharmacists and a Pharmacy Technician.

Adult Mental Health Practitioner and Child Mental Health Practitioner are also based at the practice to give additional support. 'Footsteps' - set up by Dr Smith also collaborates with these teams.

Also, we have a MSK advisor, and a team of social prescribers attached to the practice.

All the information discussed, and the presentation will be available on the practice website.

Dr Hindmarsh concluded the meeting by thanking everyone for their input and asked the members to have a think about what they think can be done by the PPG to move forward.

Meeting concluded 6pm.