



Patient Participation Group

Dr David Hindmarsh

Nicky Sibson

Disclaimer

This is currently being
livestreamed to allow greater
access.

Please DON'T ask any personal
medical questions.



Sorry for the delay!

Can't blame COVID anymore

New staff

Former PPG wanting to change

A lot of 'Primary Care Bashing' in the media and so useful to set it in 'Eaglescliffe Medical Practice' context





AIMS

- 1) Introduction and welcome
- 2) Development of the PPG
- 3) An overview of extended access and H&SH
- 4) Update on new Practice clinical staff
- 5) Update on additional supporting clinical staff
- 6) Thank you and close.

Patient Participation Group

- Help patients take more responsibility for their health
- Contribute to the continuous improvement of services and quality of care at the Practice
- Improved communications between the Practice and its patients and promote patient needs and aspirations
- Provide practical support for the practice and help to implement change

Patient Participation Group



- What we need?
- PPG Group already established
 - Main point of contact
 - Small tasks to complete
 - Help co-ordinate with other members
- Your ideas for improvement
- Let me know at the end!

Patient Participation Group

- Thank you
- Raised over £700
- I-Pads for use of medical devices
- Part fund defibrillator



Patient Participation Group



- Ideas so far for more information
 - Interaction with private services
 - New patient check
 - Online access

Background

Where did everyone come from?

Group of practices work together to form a Primary Care Network (PCN)

Thornaby and Barwick Medical Group

Yarm Medical Practice

Eaglescliffe Medical Practice

Park Lane Surgery

BYTES PCN

BYTES Primary Care Network



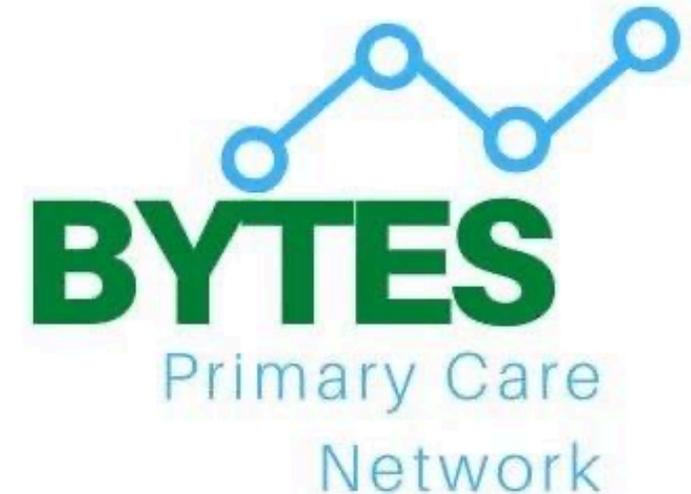
Background

Where did everyone come from?

Primary Care Networks build on the work already undertaken and the current services offered by GP practices.

Working together with other GP practices, local organisations, such as community, mental health, social care, pharmacy, and voluntary services to support the needs of a population that has grown, is living longer, and may need to access local health services more often.

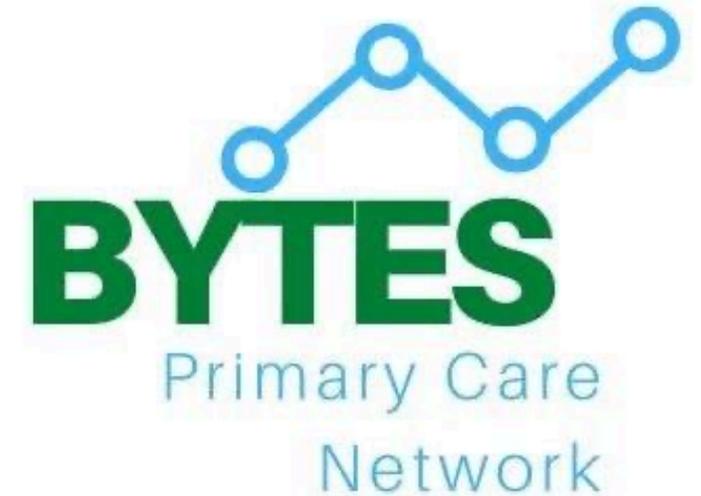
BYTES Primary Care Network



Benefits:

- Sharing of knowledge
- Access direct funding from Government
- Additional Roles Reimbursement Scheme
- Working at a larger group (scale)

BYTES Primary Care Network



Benefits:

Sharing of knowledge

Access direct funding from Government

Additional Roles Reimbursement Scheme

- Pharmacists x 2
- Pharmacy technicians
- Musculoskeletal Practitioners
- Mental Health workers
- Social prescribers

Working at a larger group (scale)

- Out of hours

BYTES Primary Care Network



Downside:

What is going on?
Who is doing what?
And who can I ask to see?

BYTES Primary Care Network



Is the Practice open on Sundays?



Yes, the building is open & seeing pre booked patients



But....



Eaglescliffe Medical Practice is closed



Enhanced Access

- Part of the new contract to form PCNs
- PCNs delivering routine GP appointments on evenings on weekends
- Subcontracted to HASH



Hartlepool & Stockton Health

- A not for profit organisation owned and ran by Stockton and Hartlepool practices
- Bigger organisation, holds contracts with local GP input
- Bank of GP, practice nurses, nurse practitioners, receptionist
 - Shift coverage made simple

PCNs

- All subcontracted to HASH, extra clinics when needed. 6 hubs.
- Ability to adapt and manage the clinics efficiently for 7 PCNs
- Has to use a its own clinical system for access (but shared)

	PCN	Practices in PCN
Bookable at Chadwick Weekday 1830-2100. Weekend 0900-1700	One Life	Bank House Surgery Chadwick Practice Havelock Grange
	Hartlepool Network	Gladstone Surgery Hart Medical Practice Koh & Troy Practice Westview Millenium Surgery Seaton Surgery
	Hartlepool Health	The Headland Medical Practice McKenzie Group Practice

	PCN	Practices in PCN
Bookable at Abbey Health weekday 1830-2100 Norton Saturday 0900-1700	Billingham & Norton	Dr Rasool Kingsway Medical Marsh House Medical Melrose Medical Norton Medical Queenstree Practice The Roseberry Practice

	PCN	Practices in PCN
Bookable at Woodbridge weekday 1830-2100 Saturday 0900-1700 Tennant Street weekday 1830-2100, Saturday 0900-1700 Eaglescliffe Medical Practice Sunday 0900-1700	South Stockton	Elm Tree Surgery The Arrival Medical Practice Riverside Medical Practice Densham Surgery The Dovecot Surgery Woodbridge Practice Woodlands Family Medical Centre
	BYTES	Yarm Medical Practice Eaglescliffe Medical Practice Park Lane Surgery Thornaby & Barwick Medical Group
	North Stockton	Alma Medical Centre Queens Park Medical Centre Tennant Street Medical Practice

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Update on Clinical Staff

7 x General Practitioners

2 x Nurse Practitioners

2 x Nurses

1 x Health Care Assistant



General Practitioners



Dr Angela
Waterhouse



Dr Elaine
Kirk



Dr Stephen
Salvati

General Practitioners



Dr David
Hindmarsh



Dr Dan
Nunnery

General Practitioners



Dr Fiona
Smith



Dr Rebecca
Hepworth

Nurse Practitioners



Lindsay
Spires



Debby
Harvey

Nursing team



Emma
Passmore
(Nurse)



Gemma Cartwright
(Nurse)



Suzanne Elder
(Health Care Assistant)

Other clinical staff

General Practice Registrars

To become a GP, you need to have two years as a Foundation Doctor and then complete three years as a General Practitioner Registrar.

We have four trainers

Currently we have three registrars either in their second or third year of training.



Other clinical staff

General Practice Registrars

Benefits:

Great for recruitment

Great for variety for staff

Increased appointments



*Dr Hepworth was
a registrar with us*

Other clinical staff

Medical Students

Newcastle University

2nd Years

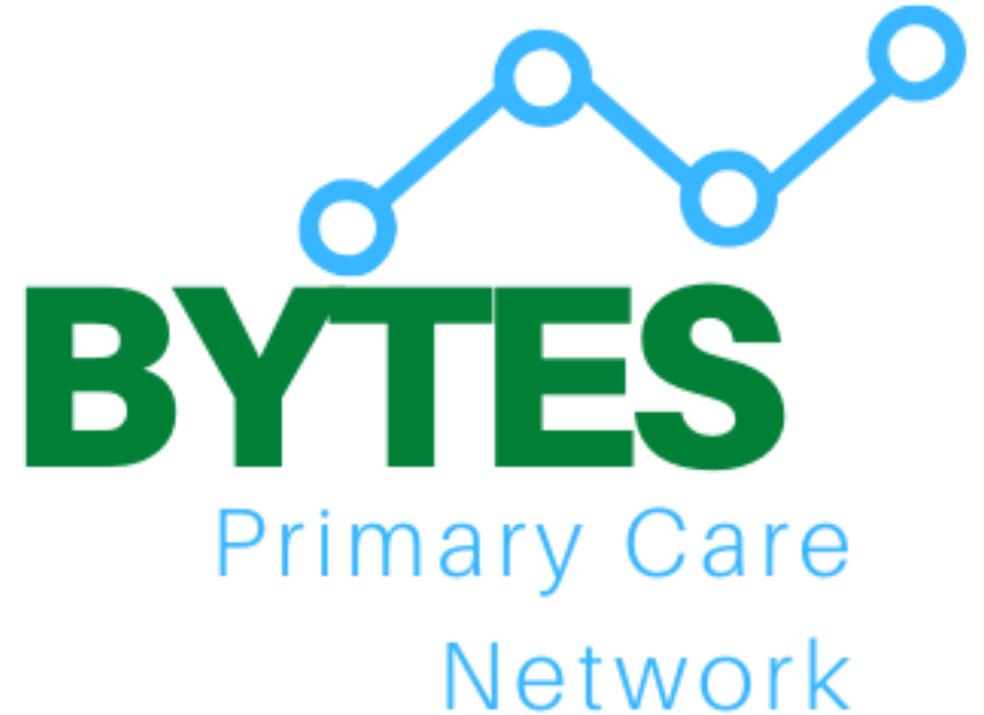
Hull York Medical School

3rd Years (Wednesday)

5th Years – throughout the week



Improving Access with Additional Roles in local GP Practices



Safe and Effective



Tackling Inequalities



Patient Centered Care



Improving Access

Additional Roles

Our practice has embraced a range of additional roles to help you get the help you need. Our professionals include:

- Clinical Pharmacists
- Pharmacy Technician
- Adult Mental Health Practitioner
- Children and Young People Mental Health Practitioner
- Social Prescribing Link Workers
- First Contact Practitioners (MSK / Physio)
- Physician Associate



**Getting you
the help
you need**



Maliha Mir



Maria Pindor

Clinical Pharmacists

- They complete medication reviews
- Health checks
- If you have a long-term condition
- Check medications don't interact.
- Ensure medication changes happen when you leave hospital



Helena Winter

Pharmacy technician

- Process repeat medication requests,
- Medicines reconciliation after a stay in hospital.
- Linking with local community pharmacies including sourcing alternative items during stock issues.
- Support the GPs and Clinical Pharmacists
- Help manage shared care protocols
- Audits
- Medication queries.
- Liaise with practice staff to resolve prescribing queries.

**Pharmacy
Technician**



Stephanie Jamison

Adult mental health practitioner

She works alongside our GPs, nurses, and other clinical services to provide a first point of contact service for patients to book in with to give advice, guidance, and treatment for patients with mental health symptoms such as:

- Low Mood
- Anxiety
- Depression
- Trauma
- PTSD
- Hearing Voices/Symptoms of Psychosis.

Please Note: Limited to patients NOT getting care elsewhere

Adult Mental
Health



Helena Marren

Mental health practitioner for children and young people.

Helena is here to provide support in getting to the cause of mental health issues and provide onward referrals for mental health issues including:

- Anxiety
- Low Mood
- Trauma
- Behavioural Issues
- Emotional Regulation
- Neurodevelopmental Concerns
- Self-harm

Please Note: This is for patients that are aged 5-17 and are not currently receiving mental health treatment elsewhere

Young
People's
Mental
Health



Karen Dear and Nigel Asipa

The Family Focus Social Prescribers can provide support and/or discuss other options available for:

- Understanding puberty and emotions
- Support with additional health needs
- Mental health support
- Moving from primary to secondary school
- Social Isolation/Loneliness
- Bereavement Support
- Emotional wellbeing
- Healthy lifestyle choices including; stop smoking, physical activity/exercise, weight management
- Loss of confidence/purpose
- Poor health linked to housing or housing conditions
- Accessing work, training and volunteering

Family Focus
Social
Prescribers



Olivia



Cheryl



Andy



Emma

The adult Social Prescribers can provide support and/or discuss other options available for:

- Social Isolation/Loneliness
- Emotional wellbeing
- Healthy lifestyle choices including; stop smoking, physical activity/exercise, weight management, diabetes control, reducing alcohol
- Long term health conditions
- Loss of confidence/purpose
- Poor health linked to housing or housing conditions
- Accessing work, training and volunteering



**Adult
Social
Prescribers**

Gavin Baker
First Contact Practitioner

Musculoskeletal issues in primary care.
Sometimes people get mixed up and call him a “physio”, but the role is known as a “First Contact Practitioner.

If you haven't already consulted a GP about a specific musculoskeletal issue, Gav is your go-to expert.

As a first contact practitioner, he conducts thorough assessments and offers personalised treatment plans for conditions affecting the muscles, bones, joints, and soft tissues and refer for x-rays and other treatments. His expertise allows patients to receive care directly from a specialist, avoiding unnecessary delays.



**First
Contact
Practitioner**

Alyx Kendrick Physician Associate



Meet Alyx, she works closely alongside GPs to provide essential medical care as an integral part of our multidisciplinary team.

Typical conditions:

- NHS Healthy Heart Checks
- Vaccinations
- Care Home Visits
- Home Visits
- Dementia Reviews
- Phlebotomy
- Infections
- Physical health checks e.g., BP/BMI etc.

Alyx is authorised to issue sick notes and request blood tests. While she cannot prescribe medications herself, she always has the full support of a GP who will issue

**Physician
Associate**

Summary

- 1) Thank you
- 2) Development of the PPG – any volunteers
- 3) An overview of extended access and H&SH
- 4) Update on new Practice clinical staff
- 5) Update on additional supporting clinical staff

