



WHITLEY BAY HEALTH CENTRE
PATIENT PARTICIPATION GROUP

Minutes 18th March 2024 18.30PM

In Attendance	Practice Members	Dr S A Richardson Dr D W Colvin Dr J Pearson Dr L Sayers Dr E M Davidson Dr H E Berry Dr H E Harman Dr D W Marr S Harrison (PM) V Ormerod (Admin Team Lead)
	Patient Members (Full names protected)	MM, NB, HP, JI, WH, JC, JM, JB, AK, LB, JS, PB
Guest Speaker		Not applicable
Apologies received	Practice Members	
	Patient Members (Full names protected)	

Agenda Items:

1. Welcome and apologies.
Dr Colvin opened the meeting and welcomed everyone to the group.
2. Minutes of last meeting
Minutes of last meeting were agreed as a true record of the meeting.
3. New phone system
The practice have updated their phone system to a completely digital system. The practice feel that this system offers more options and a provides a better system for all users. Several positive comments were received from the group. Patients like that they don't have to repeat dial and that they know where they are in the queue during times of high volume calls.
4. ARRS Roles and how to access them
The practice now have several additional services they are able to offer to the patients through the additional roles reimbursement scheme (ARRS). The practice are now able to provide a range of services delivered directly from the practice by a wide range or health care professionals. These roles include physiotherapists, pharmacists, mental health workers, social prescribers and trainee nurse associates. Patients can directly ask for an appointment with any of the ARRS practitioners or a GP can advise patients to book. These roles are a valuable addition to the services

we are able to provide at the practice. Some patients commented on personal experience of using some of these services and how easy it was and the good level of care and advice they received.

5. Involvement

SH asked the group if any members would be interested or willing to take on some of the patient group roles, such as chair, secretary, health promotion. Several members of the group expressed an interest in taking on some of the roles. Further discussion and agreement can be done at the next meeting.

Virtual group – discussed the option of setting up a virtual patient group for patients who would like to be involved but have difficulty coming to meetings. Virtual members would be contacted before and after any meeting. Virtual members can submit comments and suggest agenda items in the same way as face to face members. The group were keen to explore this further.

6. Partnership changes

Dr Richardson informed the group of her intention to retire from Whitley Bay Health Centre and General Practice at the end of May 2024. Dr Richardson has been a GP at Whitley Bay Health Centre for over 30 years and has enjoyed her time as a GP immensely. Dr Richardson thanked the patients for their support over the years. The patients thanked Dr Richardson for her service and wished her a long and happy retirement.

The practice have appointed a new partner, Dr Claire Ellis who will be taking over Dr Richardson's patient list and increasing it slightly.

7. Any other business

Dr Colvin informed the group that there is currently a suggestion from Northumbria Healthcare to relocate the district nursing team to Shiremoor. Dr Colvin informed the group that WBHC are opposed to this and feel that our patients receive a better service having the DN team co-located in the building. The group agreed with this. A patient member offered to write a letter of support to retain the DN team in the building. Dr Colvin thanked the member for this and the team felt that this would support the case to retain the service in the health centre.

There being no other business Susan thanked everyone for attending and the meeting was closed.

Date and time of next meeting – Monday 1st July 2024 – PROVISIONAL DATE SUBJECT TO WORKLOAD/CHANGES