



**SUNDERLAND GP ALLIANCE PATIENT PARTICIPATION GROUP
16TH DECEMBER 2021 – SOUTH HYLTON SURGERY (FACE TO FACE)**

PRESENT: Mrs. Judith Taylor – Head of General Practice
Mr. Kevin Doran – Assistant Head of General Practice
Dr Emily Hadaway – Head of GP Clinical Services
Mr Ian Ashman
Mrs Margaret Steele
Mrs Barbara Cassidy
Mrs Vivienne Low
Mrs Ann Swain
Mrs Ann McLean
Mrs Pauline Palmer
Mrs Audrey Polkinghorn
Mr Terence Clembintson

GUEST: Sherridan Ayre – Safeguarding Lead
Rachel Blacklock – Social Worker
Emma Shickle – Mental Health Practitioner
Joanna Thompson – Advanced Clinical Paramedic

APOLOGIES FOR ABSENCE


Mrs Caroline Straughan
Mrs and Mrs Barksby
Mrs Maureen Canavan-Brown
Mr Alan Fulcher
Mr Robert Braines
Mrs Jean Thompson
Mr Godfrey
Mrs Kathleen Carr
Mrs Amelia Forrester

	WELCOME AND INTRODUCTIONS	ACTION
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Minutes of previous meeting	There were no minutes as the September 2021 meeting was an extra-ordinary meeting to discuss the consultation for the proposed closure of Pennywell.	
	NEW AGENDA ITEMS	
Thanks	JT reported that Mr Barry Whiteheart and Mrs and Mrs Smith have resigned from the PPG. JT wanted to formally minute thanks for their commitment to supporting South Hylton Surgery over the years and wished them all the very best for the future.	
Chair/Vice-Chair Elections	<p>Following the meeting in September 2021 members were asked that as we have merged three PPG's into one that we needed to start to think about a New Chair and Vice Chair being elected.</p> <p>Mrs Vivienne Low was elected as Chair Mrs Pauline Palmer was elected as Vice-Chair</p> <p>Thanks were given to all the previous Chair's and Vice Chair's of the three separate groups for their dedication and support.</p> <p>Admin support will be offered from the Practice.</p> <p>JT advised that she would like this group to become self-sufficient and not a top down approach from the Practice.</p> <p>Need to start thinking about how we increase our membership and practice based initiatives.</p> <p>JT discussed that the National Association of PPG's was an extremely useful website for guidance and agreed to share the link. https://napp.org.uk/</p>	
KOOTH Presentation	Due to technical difficulties Kooth were unable to join the group to deliver their presentation on Mental Health. JT to contact and invite them to March 2022 meeting	
INTRODUCTIONS AND OVER OF ROLES	<ul style="list-style-type: none"> ➤ Sherridan Ayre - Safeguarding Lead - previously worked as Exploitation Safeguarding Nurse based with Northumbria Police, Youth Offending Nurse, Health Visitor and School Staff Nurse. ➤ Emma Shickle - Mental Health Practitioner - previously worked as Clinical lead nurse - Sunderland Psychiatric Liaison Team, Crisis Assessor - South Tyneside Crisis Home Treatment Team, community psychiatric nurse 	

	<ul style="list-style-type: none"> ➤ Rachel Blacklock- Social Worker Mental Health and Drugs and Alcohol. ➤ Joanna Thompson – Advanced Clinical Paramedic <p>The above Allied Professional Team are new roles to Primary Care. Each staff member gave a overview of their background and their role within the practice and what they can and can't see.</p>	
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Diabetes Remission Service	<div style="border: 1px solid blue; padding: 5px; margin-bottom: 10px;"> <p>Have you been recently diagnosed with Type 2 Diabetes?</p> <p>Would you like to improve your health?</p> <p>Would you like support to potentially put your diabetes into remission?</p> </div> <p>The Diabetes Remission Service is available to support you to:</p> <ul style="list-style-type: none"> • Improve your health • Lose weight • Potentially reduce your medications • Potentially put your diabetes into remission <p>What is diabetes? Type 2 Diabetes is a condition that causes the level of glucose in the blood to become too high.</p> <p>So what does remission mean? Remission of diabetes is achieved when the level of glucose in the blood returns to within normal range, and remains in a normal range for at least 3 months, without any diabetes medication.</p> <p>The DIRECT Trial The DIRECT trial demonstrated that weight loss enabled remission of Type 2 Diabetes.</p> <p>Overall, more than a third (36%) of people were in remission of Type 2 Diabetes, 2 years after taking part in the programme. A weight loss of over 10kg was associated with the highest levels of remission.</p> <p>The Programme</p> <p>GP REFERRAL ↓ COMMENCE Your GP practice will refer you into the service if you are eligible. You will receive an invite letter to opt-in to the service.</p> <p>↓ You will have a telephone consultation with a Specialist Diabetes Dietitian to talk through the programme and set your goals.</p> <p>↓ CHANGE Once accepted on to the programme, you will follow a very low calorie diet for 8-12 weeks, using meal replacement products. You will have regular support throughout this phase.</p> <p>↓ After following a very low calorie diet for 8-12 weeks, you will slowly reintroduce food over the course of 4 weeks. Regular support will continue.</p> <p>↓ CONTINUE On completion of the dietary intervention, you will receive continued personal support from your Specialist Diabetes Dietitian for 2 years, to help maintain your overall lifestyle changes.</p>	
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Alternative ways to contact surgery	 <p>INTRODUCING THE NHS APP</p> <p>You can use the NHS App wherever you are, at any time of the day or night. You can use it to access a range of NHS Services. The NHS App will not replace existing services. You can still contact the surgery in the usual ways if you prefer.</p> <p>Use the app to:</p> <ul style="list-style-type: none"> ➤ Book and Cancel Appointments ➤ View your Medical Record ➤ Order Repeat Prescriptions ➤ Check your symptoms ➤ Register your organ donation decision ➤ View your COVID Status and COVID Passport ➤ Find out how the NHS uses your data. <p>The NHS App is free to download, visit www.nhs.uk/app</p>	
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VIDEO CONSULTATION

A video call is very similar to a face-to-face appointment. You will receive the same care. The GP, doctor or healthcare professional will ask you questions about your health to work out the best treatment for you. You can also ask any questions you may have.

A video is initiated by a text message with a link asking you to join the GP in a secure conference call. You will then either be directly connected to the GP or healthcare professional.



ONLINE SERVICES

Patient Access connects you to local health services when you need them most. Book GP appointments, order repeat prescriptions and discover local health services for you or your family via your mobile, iPad or Home Computer.

Online services are available at the practice. Please note, the use of the online services you must ask for a registration form at reception. <https://www.patientaccess.com/>



ECONSULT SERVICE

eConsult is a platform that allows you to see self-help information from the NHS, through your GP Practice or surgery website. Services include self-help information, advice or help from local services which may be appropriate to your condition, such as self-referral services or help from your local pharmacy.

eConsult offers a rapid, direct, and documented communication pathway for consultations between the GP and the Patient. They may avoid the need for a face to face visit between GP and Patient. To access eConsult you can log onto our website www.sgpamedicalpractices.co.uk you will immediately see the eConsult box. Simply click on the option you require and start your eConsult.



SUNDERLAND

EXTENDED ACCESS SERVICE

If you need to see a GP in the evening, at weekends or on bank holidays, Sunderland Extended Access Service can help.

- Five handy locations in the Sunderland area, including Houghton and Washington.
- Staff can check your GP practice's records about your health if needed unless you have opted out of record-sharing.

MAKING AN APPOINTMENT

- To make an appointment, contact your GP practice.
- If you cannot contact your practice, you can call NHS 111 where advisors will help you get the care you need. This could include making an Extended Access appointment if that is the best option for you.
- Appointments available: Monday-Friday 6pm – 8.30pm
- Weekends: 9am – 5.30pm
- Bank Holidays 10am-2pm

The logo for accuRx, featuring the text "accuRx" in white on a dark blue rectangular background.

TEXT MESSAGING SERVICE

Accurx SMS Text Messaging program is used by doctors' surgeries to communicate with patients.

This is normally a one-way text messaging service; however new functionality allows patients to upload photographs of conditions for GPs to review. It also allows you to order fitnotes. To enable patients to use this function the practice needs to send initiate the text and then click the option for you to reply.



COMMUNITY PHARMACY

REFERRAL SCHEME

If your symptoms indicate that you can be best helped by a Pharmacist, you will be offered a same day private consultation with a Pharmacist local to you. Pharmacists are qualified healthcare professionals and experts in medicine, they can offer clinical advice and over the counter medicines

for all sorts of minor illnesses, and a same day consultation can be arranged at a time that suits you.

The service is helping to alleviate pressure on GP appointments and emergency departments, in addition to harnessing the skills and medicines knowledge of pharmacists. The Practice will refer you to the Pharmacy nearest to your home address and you will be contact directly by the Pharmacist.

The CPRS provides the opportunity for community pharmacy to play a bigger role than ever within the urgent care system



WOUND CARE HUBS

The wound care service e.g., suture removal, management of wounds and leg ulcer treatments will move to the new Wound Care Hubs at six locations across the city:

- Southwick Health Centre
- Riverview Health Centre
- Silksworth Health Centre
- Houghton Primary Care Centre
- Washington Primary Care Centre
- Springwell Health Centre
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This service will be available Monday to Friday, 9am -5pm.

Your GP or Nurse will refer you to this service should you need it.

Other services such as blood tests, ECG, ear syringing and injections, will be available through your local GP.

Ask your GP practice for further information.



NEW PRESCRIPTION ORDERING HUB

To order a repeat prescription you can simply email sgpa.nsmpp-ordering@nhs.net (Silksworth),

	<p>sgpa.prescriptionhub@nhs.net (Monument Surgeries) sunccg.southhyltonprescriptions@nhs.net (South Hylton Surgery)</p> <p>You must include, your name, date of birth and the name of each medication you are requesting.</p> <div data-bbox="488 432 737 580" data-label="Image"> </div> <p><u>TELEPHONE ACCESS</u></p> <p>We acknowledge that some patients may not have access to smartphones or the internet and will still need to use the telephone system as their preferred choice.</p> <p>Other services available if you are unwell or when we are closed. Please think about which service is the most appropriate to offer you the best help, advice, and treatment:</p> <ul style="list-style-type: none"> ➤ Self-Care - treat very minor illnesses, ailments, and injuries at home. ➤ NHS Choices - online advice and information www.nhs.uk ➤ NHS 111 - you can call 111 when you need medical help fast but it's not an emergency. NHS 111 is a fast and easy way to get the right help whatever the time. Available 24 hours a day, 365 days a year - also visit www.nhs.uk/111 for more information ➤ Pharmacy - for expert advice and treatment for a range of common health problems ➤ A&E/999 - should only be used in a critical or life-threatening emergency. <p><u>SPIROMETRY HUBS What is Spirometry?</u></p> <p>Spirometry is a simple breathing test. The test is used to see how well your lungs are functioning. It is used to diagnose different lung diseases and also monitor patients with established lung conditions.</p> <p>Once you have been assessed by your GP Practice, if you meet the criteria for referral to Integrated Community Diagnostic Cardio-Respiratory Service, your GP practice will refer you directly to the hub and you will receive an appointment to attend.</p> <p><u>Locations</u></p>
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	<p>The community spirometry service has been implemented across the city and be available from the following 5 locations, Monday - Friday</p> <ul style="list-style-type: none"> ➤ Riverview Health Centre ➤ Houghton Primary Care Centre ➤ Bunnyhill Primary Care Centre ➤ Washington Primary Care Centre ➤ Springwell Health Centre <p>NOTE: If you have been treated for a chest infection 4 weeks prior to receiving an appointment from the Spirometry Hub please contact the surgery as the test cannot be performed.</p> <p>JT demonstrated the use of eCONSULT to the patient participation group.</p>	
Update Pennywell Consultation	<p>JT reported that the public consultation was closed on 26th November 2021. Application and survey responses now submitted to NHSE who will prepare a commissioner assessment for the CCG.</p> <p>The CCG will hold an extra-ordinary meeting on 27th January 2022 where a decision will be made regarding the future of Pennywell.</p> <p>If the decision is approved, then a mobilisation plan will be put in place and we would have three months to mobilise the closure and support patients to register with a GP.</p>	
Any other business	No other business was raised.	
Date and time of next meeting	THURSDAY 17th MARCH 2022 SOUTH HYLTON SURGERY 3pm UNTIL 4.30PM	