

# Northdown Surgery Patient Participation Group

## Annual General Meeting Minutes for 10<sup>th</sup> July 2019

**ATTENDEES:**

**PPG Committee:** Jan Dell (Chair, patient), Neil Heslop (Secretary)

**Patients:** PB, DJ, HK, CL, CK, DD, AB (Ladies)  
FK, AJ, EW (Gentlemen)

**Practice staff:** Toni Miles (IT Admin), Cathy Macey (Reception Manager)

**Apologies:** Jane Cooper-Neville, George Treloar, Wendy Blake, DD, ED, LS, MA, PR, AD

Agenda item:	Discussion item:	Action Required:
<b>Welcome and Introductions</b>	The meeting was opened by Jan Dell who welcomed everybody, including two new members, to the meeting and asked them to introduce themselves.	
<b>Apologies for absence</b>	Jane Cooper-Neville, George Treloar, Wendy Blake, DD, ED, LS, MA, PR, AD.	
<b>Election of PPG Officers</b>	<p>After a two-year term, the positions of Chairman and Deputy Chairman were available for new nominations. Nomination forms had been distributed with the previous meeting's minutes and were available online and in Reception. Despite this, only one nomination was received - from Jan Dell, offering herself for re-election as Chairman.</p> <p>So that the election could take place, Jan stood down from the committee and handed the meeting over to Neil, who asked the attendees if anyone present wanted to put themselves forward for either of the two roles. No new nominations were received and with a show of hands, Jan was re-elected as Chairman. The position of Deputy Chairman is currently unfilled.</p>	
<b>Minutes of the last meeting and matters arising</b>	<p>The minutes of the last meeting were agreed as an accurate record, nominated by NH and seconded by CK.</p> <p>Matters arising:</p> <ul style="list-style-type: none"> <li>• Kent Autistic Trust have indicated that they would be prepared to make a presentation at a future meeting,</li> <li>• Wendy had tried to arrange for Ged Timson Thanet CCG Local Care Lead to talk to us about UTCs and local funding, but he has changed roles and his replacement had only been in post for a short time and was unable to come to this meeting.</li> </ul>	<b>Neil to follow up Wendy to make contact with Ged's replacement.</b>
<b>Chairman's report</b>	Jan's report was available for members of the meeting to read and a <a href="#">copy</a> is appended to these minutes.	

<p><b>Secretary's report</b></p>	<p>Neil gave an overview of the 5 June Thanet CCG/Health Reference Group meeting that he attended on behalf of the PPG There is a <a href="#">copy</a> appended to these minutes</p> <p>Some highlights follow:</p> <ul style="list-style-type: none"> <li>• Social Prescribing in Thanet – part of the NHS Long Term Plan is co-ordination of care, with one of the aims being to reduce frequent visits to GPs where the underlying cause for the patient is perhaps housing rather than a medical condition. Next steps are to maximise resources across health, local authority and voluntary groups. Each GP Practice must have a Social Care Co-ordinator – Northdown's is Lawrence Grant, who used to be the Reception Manager and so knows the practice well. <ul style="list-style-type: none"> <li>○ <i>Neil showed the Northdown meeting a couple of pages from a document that he'd received from the Thanet Health Network, which talks about the local plan and Integrated Care Systems (ICS) and other proposed changes, which includes a link to a survey to be completed by 16 August 2019. Unfortunately at the time of writing these minutes, the link to the Kent and Medway NHS site where the document can be found, isn't working <a href="http://www.kentandmedwaynhs.uk/ics">www.kentandmedwaynhs.uk/ics</a> and the document at 19 pages long to too large to append to these minutes; but, there is a copy on the <a href="#">Northdown Surgery website</a></i></li> <li>○ Cathy told the Northdown meeting that 'Porchlight' has started giving presentations on Thursday afternoons at Northdown. Porchlight is a Community Link team able to assist with topics such as mental health; money management; education, training and work, physical health and other topics. Leaflets were distributed.</li> <li>○ AB spoke about a Kent County Council consortium which is involved in Social Care and we hope to have a link to their website soon.</li> </ul> </li> <li>• Patient Hubs are self-service "kiosks" to measure height, weight and blood pressure, which were delivered to practices in Thanet over a year ago, were due to be connected after a software upgrade, by 6 June 2019.</li> <li>• Allied to hubs is the Patient Information Kiosk, which comprises a high definition touch screen that signposts patients to different organisations and groups, such as the Practice website, NHS A-Z directory or other groups providing information and support across a range of subjects. Jamie Swift the Bethesda IT Manager is to provide staff training to each practice in Thanet.</li> <li>• The 8 CCGs in Kent are to reduce to 4, probably by mid-2020.</li> <li>• Extended hours appointments were discussed, with The Limes and Bethesda PPG reps reporting that their</li> </ul>	<p><b>AB</b></p>

	<p>practice receptionists seemed to be unaware of the extended hours appointment system.</p>	
<p><b>Practice Manager's report</b></p>	<p>Wendy was unable to attend the meeting, but had provided her report, printed copies were available for the attendees to read during the meeting. A <a href="#">copy</a> of Wendy's report is appended to these minutes.</p> <p>Some highlights from Wendy's report follow below:</p> <ul style="list-style-type: none"> <li>• Recent staff changes (details contained within written report)</li> <li>• Bethesda/Northdown Merger is not now going to proceed. Bethesda are also having difficulties with GP's, they have recruited some new GP's but still not enough to support 2 practices. Dr Peshen has moved from Bethesda and joined Northdown. The Limes have made an approach with a view to a merger; if this does happen, it would not mean patients having to travel to Trinity Square.</li> <li>• We are in talks with Bethesda with a view to taking space in the enlarged building; discussions are ongoing about how many and which rooms Northdown requires. If it is found to be a practical solution, Northdown patients will be invited to a public consultation.</li> <li>• The EMIS Patient Access System is working well, but there are some patients booking online Blood Test appointments for inappropriate things such as smear tests. The Blood Test appointments are of 10 minutes duration and there is insufficient time for other treatments; if online Blood Tests are booked for other reasons, the patient will not be seen and the appointment cancelled, which of course results in an appointment being wasted that could have been used by another patient.</li> <li>• 8 to 8 Working system continues successfully – the appointment may not always be with a GP, but the reception team will tell patients who they will be seen by when the appointment is booked.</li> <li>• The telephone system is working well with an average of 170 calls in the first hour of each day. There are six staff answering calls in the first hour and the telephone system will tell you that you are number 4 or below in the queue – otherwise you will hear ringtone until you reach the number 4 position.</li> <li>• The Health Pod software update had not been installed (see Secretary's Report) by the date of the AGM and the Patient Information Kiosk is still awaiting installation by the CCG.</li> <li>• Northdown is forming a Primary Care Network (PCN) with The Limes, Bethesda and Mocketts Wood, which in time will enable us to commission and provide more services for our patients and will enable joint working. As part of the PCN, Northdown is introducing additional Nurses' appointments from 0700 hrs on Mondays.</li> </ul>	

	<ul style="list-style-type: none"> <li>• CW expressed concerns about transport links to Bethesda, Toni replied that Stagecoach have previously been alerted to this with a request that they look at and change some routes to stop adjacent to the Bethesda building. This is in hand with Stagecoach.</li> </ul>	
<p><b>AOB</b></p>	<p><b>Verbal abuse and inconsiderate behaviour</b>  HK told the meeting that recently whilst in the waiting room, she was verbally abused by a male patient. The man was encouraging his daughter to walk along a row of seats in the waiting room and HK asked him to stop her doing so. HK also commented that people continue to hold conversations on their mobile phones despite the notices and the telecaster screen asking that mobile phones be switched off.  Cathy replied that if such behaviour is seen, that people should approach reception and gently make a report to the receptionists, Cathy commented that she has ejected people from the waiting room on several previous occasions.</p> <p><b>Waiting room seating</b>  CL commented that the waiting area seating is too low, fixed to the floor and without arms on the seats, making it difficult for patients who have had hip or knee replacements to follow the directions given to them after surgery, about the importance of posture, sitting correctly, keeping feet raised etc.  Cathy commented that the seats are bolted down for safety and security reasons – telling us that on one occasion a free-standing chair had been thrown at reception staff. It would seem unlikely with the likelihood of moving to shared premises at Bethesda, that the seating will be changed. Toni will pass the comment to the Practice Nurse to see if we can get an armchair/s re-instated, maybe in the GP corridor.</p> <p><b>GP specialisations</b>  EW asked if any of the GPs are specialists in any particular field.  Cathy replied that Dr Gee has special interests in paediatrics and gynaecology, Dr Wolny holds a diploma in dermatology, and she is a GP Trainer at the Practice. <a href="#">Northdown Website "Practice Staff"</a> page has more information on GP and Nursing Staff specialisations.</p> <p><b>Blood test confusion</b>  AJ told the meeting that he is pre-diabetic and needs regular blood tests and reported that recently one of the nurses had told him that a clinician (GP) needs to be consulted before the blood test can be administered; AJ felt that this was an unnecessary use of a GP appointment.  Cathy replied that it was not necessary in his situation for a GP to be consulted and that she would look into this further.</p> <p><b>ECG appointments</b>  DD asked why it can take a week to get an ECG appointment?  Cathy said that the Practice has only one ECG machine and</p>	<p><b>Toni</b></p>

	<p>that each appointment is of 20 minutes duration; consequently, the machine gets booked up and that it could take some time before an appointment is available.</p> <p><b>Waiting area TV screen</b>  HK said that the text and images on the TV screen in the waiting area was often very small and thus difficult to read and asked if anything could be done.  Toni will investigate this and will see if the font size can be changed.</p> <p>There being no other business, Jan called the meeting to a close at 7:33pm</p>	<b>Toni</b>
<b>Next meeting</b>	The next PPG meeting will be held on Wednesday 9 <sup>th</sup> October 2019 at 6:30pm.	
<b>Dates of future meetings</b>	The subsequent scheduled meetings are on: Wednesday 8 <sup>th</sup> January 2020 Wednesday 8 <sup>th</sup> April 2020 Wednesday 8 <sup>th</sup> July 2020 AGM	

## Chairman`s Report July 2019

Good evening to you all!

I hope that you are enjoying the summer weather, it is certainly a change from the wind, rain and cold. However, I do hope that if you are out in the sun you are putting on plenty of sun cream and protection not forgetting hats. Many people forget that sun can burn the scalp even through our hair! Sunburn anywhere on the body I think you will agree is most unpleasant!

Due to work commitments I have not been able to attend the CCG meetings, but thankfully George, Jane and Neil between them have, and so they will be feeding back any recent developments to you. However, I have been following and keeping up to speed with the reports on line, as I am sure most of you have.

Whilst mentioning George, our deputy chair, Neil our Hon. Secretary and Jane our Assistant Secretary I would like to thank them most sincerely for the help and support they have given me during the past two years. As you know my two years is now at an end and I must say I have learned a lot about health care, the workings of the NHS, and much more, and I have enjoyed the learning curve, but I do not know it all by a long way! A special vote of thanks from me must also go to Toni Miles and Wendy Blake who have supported me from the surgery side, and Toni for correcting the typos in my reports!!

This is the annual General meeting and the post of Chair is up for election. If there is anyone who would like to take over from me, I am happy to stand down, but also will be happy to continue for a further two years if that is the wish of the meeting.

Lastly I would like to thank you all for supporting me and attending our meetings as your input to the various issues is invaluable and without your attendance and views we would have little to offer, as it is your opinions that we voice and take forward to the relevant higher departments.

Jan Dell

## Report by Neil Heslop about the 5 June 2019 CCG/HRG Meeting.

The most recent CCG/Health Reference Group (HRG) Meeting took place on 5 June 2019 with representatives from each of the 13 PPGs plus representatives from Thanet CCG.

The main topic was “Social Prescribing in Thanet” – the presenters told us that as part of the NHS Long Term Plan, there is to be investment in Primary Care and that Primary Care Networks (PCN) are being developed across Thanet – PCN were previously known as Primary Care Homes.

Each practice will be fully funded for five years to cover the cost of a Link Person – it sounds as if, in reality, this may be a shared resource across two or three practices.

Moving on to Social Prescribing, this is broadly co-ordination of care and one of the aims is to stop frequent patient visits to GPs where the patient’s issue may not actually be a medical one, but social, e.g. housing issues.

The CCG will be rolling out workshops in East Kent in the coming months – I’ve no further details at the moment.

The meeting was told that some Practice Receptionists have been on Social Care Navigation training. An example of how one area has successfully used Social Prescribing was given – Bromley By Bow in east London where Social Prescribing now diverts around 70% of patients away from GPs – although when pressed for a timespan, it turns out that Bromley By Bow has been social prescribing for 25 years

The next steps are to maximise existing resources across health, local authority and voluntary, community and social enterprise (VCSE) sector in Thanet, where the NHS Health and Wellbeing Alliance - a key element of the Health and Wellbeing Programme, will facilitate integrated working between the voluntary and statutory sectors.

Each Practice must have a Social Care Co-ordinator, Northdown’s is Lawrence Grant who was formerly our Reception Manager. Social Prescribing Practitioner’s Training to NVQ Level2 is available in Thanet and there are 15 places available (at the time of the HRG Meeting, 13 places had been taken up), with some practices asking to send 2 people for training. The meeting was promised a copy of the slides used

The next topic was the introduction of the Patient Hubs, given by Courtney Simpson – Thanet CCG IGPR Programme Officer (I’m unsure of the meaning of IGPR – Google shows me that it can either mean “international GP Recruitment”, or **i**GPR seems to be a tool available to doctors’ Practices “*iGPR has been developed by Niche Health to enable General Practices to electronically automate the process of receiving and creating insurance reports*” although I have been unable to find a definition of iGPR in this context).

Courtney told the meeting that the hubs are Egerton Health Pods – self-service kiosks which can measure a patient’s height, weight and blood pressure. The results are fed directly into the EMIS patient record system, although the blood pressure results are first reviewed by a clinician before being recorded in EMIS.

The kiosk will provide a printout for the patient, showing the results of the measurements taken. The kiosk has pre-set questionnaires on topics such as smoking, asthma, diabetes...

although it wasn't made clear how these interact with the height, weight and BP measurements.

Courtney told us that a Trainer position has been funded for a year by the CCG, and that the Trainer could potentially work with PPGs to explain the benefit of the Patient Hub; he also reported that the implementation of the hubs has been delayed across Thanet due to software issues, which were due to be corrected by Friday 6 June 2019.

The second part of Courtney's talk was about the Patient Information Kiosk – as PPG members will know, Northdown took delivery of the Patient Hub and Information Kiosks over a year ago, but they are not yet installed and commissioned; there is a similar situation at the other 13 GP Practices in Thanet.

The Patient Information Kiosk is a flat, high definition touch screen which will be used in GP Practices, to allow patients to search for information and to signpost patients to different organisations and groups that may benefit them; for instance the NHS Health A to Z directory, the Practice's own website, self-care and wellbeing groups or to specific topics such as sexual health, healthy eating etc.

Jamie Swift, the Bethesda Medical Centre IT Manager is providing training to staff at each Practice in Thanet.

Clive Hart, the HRG chairman and Lay Member on Thanet CCG told the meeting that in the future, probably mid-2020, that the 8 CCGs in Kent will become 4 for the whole county. There is an intention to have identical agendas at each of the 4 CCG's and for meetings to take place within a week of the first one to the last one, with a section of the agenda turned over to the local Health Reference Group(s).

Extended hours appointments were discussed; Mocketts Wood reported that their clinical staff have been able to satisfy their patients' needs for late working and have not had to refer patients to any of the other practices in Thanet, whilst they have been receiving patients routed to them from elsewhere.

The Limes representative reported that their receptionists didn't seem to be aware of the out of hours appointment system; Bethesda also reported that their receptionists seem to be unaware of the service too.

The next HRG meeting is on 7 August 2019.

## **Practice Manager's Report – July 2019**

### **Staff**

We were very sad to lose both Dr Jose Braga and Robina Forrest who have both moved on to other surgeries. We wish them well in their new positions.

We are delighted to welcome Dr Ashwani Peshen as a new partner to Northdown Surgery, and his wife, Dr Rakhi Misra, who will also be joining us on 2<sup>nd</sup> August as a salaried GP.

We also have a new Nurse Practitioner, Stephanie Reed, joining us on 2<sup>nd</sup> September.

### **Bethesda/Northdown Merger**

As a follow-up from our meeting of 19<sup>th</sup> June 2019 in regard to what is happening with us and Bethesda, we are not now merging with Bethesda. We have looked elsewhere, Invicta being that company. Whilst we were still in talks with Invicta, Dr Peshen contacted us as he was very interested in working with us as a partner with his wife joining us also. The rest is history☺. We walked away from Invicta as we no longer needed their help. But in the meantime The Limes have approached us with a view of merging with them. This is where we still are at the moment.

As far as moving to the new building at Bethesda, we are in talks with Bethesda and Assura (our landlords) with the view to still moving down there but in our own right, under Northdown Surgery. We are in the process of working through the rooms we would need and the feasibility of it all. This is a working progress and following my meeting with Bethesda on Monday just gone at the moment no decision has been made by us to take this move any further, we will not do so until we have confirmed the rooms we are to have and how the set up will work. If and when we decide we would like to be part of the new building we will then take this to the patients of Northdown and have a public consultation.

### **PPG Members**

Membership of the PPG remains fairly stable around the 832 count.

### **Patient Access System**

This is running well.

### **Appointment availability for next 2 weeks (as of 4.7.19)**

**General pre-bookable appointments** - there is 1 pre-bookable appointments available over the next two weeks.

**Online pre-bookable appointments** – there are 3 online pre-bookable appointments available for next two weeks

**Blood Tests** – there is 1 online blood test appointments available over the next 2 weeks and over 50 pre-bookable blood test appointments available

**Dressing Appointments** – there are plenty of dressing appointments available over the next two weeks.

Despite warnings on the Patient Access home page, we are still having a problem with patients booking online blood appointments for inappropriate things, i.e. pill check, smears etc. The online blood appointments are of 10 minutes duration and there is insufficient time in this appointment for any other type of treatment to be given. If online blood tests are

booked for other types of treatment, you will not be seen and the appointment will be cancelled.

### **Missed Appointments (DNA's)**

Total DNA numbers for June was 150 missed appointments out of a total of 3990 appointments (3.8%). This is much the same as the national average.

### **8-8 Working**

This scheme continues - there are limited appointments in as much as it will not always be with a GP but with a Paramedic Practitioner, Nurse Practitioner or Practice Nurse. Once you let the reception team know when you would like an appointment they will then be able to let you know who it will be with.

### **Fund Raising**

We held a Cup Cake Day in aid of Alzheimer's Society. Staff baked and staff and patients brought cakes. We managed to raise a total of £79.52.

### **Telephone System**

This is working well. We have recently been running some reports to find out usage/demand. We were surprised to see that between 8am and 9am every morning, we average approximately **170 incoming telephone calls** (just in that first hour) to the surgery – presumably most trying to get appointments. If you do not get a reply, please do not assume that nobody is picking up the telephone and that we are just letting it ring. We have six people answering telephones first thing in the mornings and the system will only tell you if you are number 4 or below in the queue – otherwise it will just keep ringing until you get to position 4.

### **Arrival Health Pod**

Still awaiting critical software update before final installation.

### **Patient Information Kiosk**

Still awaiting installation by the CCG

### **Primary care networks**

As you many know we are forming the above with The Limes, Bethesda and Mocketts Wood are also joining us. In the coming years this will enable us to commission and provide more services for our patients, along with joint working. We have already employed for our PCN, a Community Care Co-ordinator (Lawrence Grant who was Reception Manager here at one time) and a Clinical Pharmacist. We are also starting extended access; we have to cover 5 hours a week extra. We are going to do a Monday morning (only) Nurse-led clinic starting at 7a.m.



**Northdown Surgery  
Patient Participation  
Group  
Topic for Discussion:**

PPG Member's Name \_\_\_\_\_ Date \_\_\_ / \_\_\_ /2019

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**Either hand in the form at Reception ahead of the meeting, or send by email to**  
[chairnorthdownprg@outlook.com](mailto:chairnorthdownprg@outlook.com)

## **Some Useful Web Site Addresses:**

Northdown Surgery

<http://www.northdownsurgery.org.uk/>

NHS UK Northdown Surgery page (to leave a review of Northdown Surgery and links to general NHS information)

<http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=36062>

Thanet Health Network (everything you wanted to know about NHS health in Thanet and more)

<http://www.thanetccg.nhs.uk>

Thanet Clinic Commissioning Group (sign-up page)

<https://www.thanetccg.nhs.uk/health-network/join-us/>

The east Kent Joint Committee of Clinical Commissioning Groups – Latest updates from the Committee

<http://kentandmedway.nhs.uk/where-you-live/plans-east-kent/ekjcccg/>

East Kent Better Health leaflet (17 pages)

<http://eastkent.nhs.uk/wp-content/uploads/2016/08/East-Kent-Better-health-and-care-online-leaflet.pdf>

East Kent a “top level” overview of health groups in east Kent

<http://eastkent.nhs.uk/>

Healthwatch Kent is an independent organisation set up to champion the views of patients and social care users across Kent

<http://www.healthwatchkent.co.uk/>

2019 GP Patient Survey Results

<https://gp-patient.co.uk/report?practicecode=G82066> An overview for Northdown Surgery

<http://gp-patient.co.uk/Slidepacks2019#T> The full results - click on NHS Thanet CCG and the PowerPoint slide deck will download to your PC

NAPP – National Association of Patient Participation; an organisation that “provides the national voice for patient participation in primary care”

<https://www.napp.org.uk/>