

Northdown Surgery Patient Participation Group

Meeting Minutes for 12th April 2017

ATTENDEES:

Shirley Madin (Chairman, patient), Wendy Blake (Practice Manager), Janet Dell (Vice Chair), Toni Miles (IT Admin), JB (patient), DJ (patient), HK (patient) FK (patient), LS (patient), DD (patient), ED (patient), DeW (patient), DiW (patient), PM (patient), DD (patient), JP (patient), PR (patient), PB (patient), KL (patient), GT (patient)

Apologies: Neil Heslop (Secretary, patient), MD (patient)

Agenda Item:	Discussion:	Action Required:
Welcome	<p>The meeting was opened by SM (Chairman) who welcomed everybody to the meeting. Copies of the Agenda were supplied</p> <p>Introductions of all present took place.</p>	
Review of the minutes from last meeting in January 2017	<p>The minutes were reviewed and accepted. There were no matters arising or actions or matters outstanding</p>	
Chairman's Report	<p>The Chairman's report is appended to these minutes.</p> <p>Highlights: The Chairman mentioned that there is a GP recruitment event taking place in Broadstairs on 13th May 2017 to try to attract "retired" GPs to re-locate to the area.</p> <p>The Chairman also highlighted Ageless Concern which is helping to improve the lives of older people (50+) in Thanet. Well-being activities are being offered as well as life planning events etc.</p> <p>Also just by way of information, her term of office comes to an end at the July meeting. She has enjoyed her 2 year term but feels that it is better for new people to be involved in the role, bringing fresh ideas and an independent outlook. Nomination forms will be sent out</p>	Toni

Agenda Item:	Discussion:	Action Required:
	with these minutes. There is information on what the role entails (apart from these meetings) in the Chairman's report appended.	
Practice Manager Report	<p>The Practice Manager's Report is appended to these minutes.</p> <p>Highlights:</p> <ul style="list-style-type: none"> • WB gave a staffing overview of leavers, retirees and new starters. We have 2 more receptionists and a practice nurse joining us over the next month. • We are piloting a scheme whereby specified Bethesda GPs will see some of our patients for one day a week (Wednesday). • Nurses rotas have been changed to accommodate different type of appointments. 	
Any Other Business	<ol style="list-style-type: none"> 1. JB discussed a surgery that holds a walk-in clinic on a Monday and Friday. We ran a Minor Ailments clinic, every morning except Mondays for 18 months, however this did cause problems with availability of other appointments with the shortage of GPs. <i>Response: Currently Triage appointments with the Paramedic Practitioners are available instead. The triage appointments are proving very successful with our limited resources, however the Practice Manager will re-assess the type of clinics currently held.</i> 2. DD pointed out that you could sometimes have to wait in all day for a GP to call you back if you had booked a telephone appointment. <i>Response: The GPs only have a few telephone appointments per day now as most of the telephone appointments are managed by the Paramedic Practitioners during Triage.</i> 3. LS/DD both mentioned that they had heard that there were GPs at a walk in clinic at A&E. <i>Response: If you ring the out of hours service, NHS111, often they will get a GP to call you back and the GP will then, if they think necessary, book you in</i> 	WB

Agenda Item:	Discussion:	Action Required:
	<p><i>for a face to face appointment at the clinic which is held next door to A&E (Stourcare)</i></p> <p>4. HK mentioned about a surgery in Beltinge that has 10 doctors and works at weekends doing minor surgery.</p> <p>5. LS asked about a central service for all GP surgeries that she had heard about and DD suggested that they could also cover Saturdays. <i>Response: This is under discussion with local surgeries.</i></p> <p>6. There was considerable debate about the effect of NHS cuts on local services, in particular the Diabetic Foot Clinic. One patient has written in protest about the long term effects of these reductions in service to a number of places including the Prime Minister. It was agreed that the group should keep a watchful eye on local changes in provision</p> <p>7. Some general questions were asked about the Patient Access system. Toni outlined the process and what was available to view. Several members requesting sign up forms <i>Response: forms have been sent out.</i></p> <p>8. A questions was asked whether the Paramedic Practitioners can make referrals <i>Response: Yes they can</i></p> <p>9. Toni mentioned that there is now an App called Waitless, which gives live waiting times at A&E departments at local hospitals and walk in centres.</p>	<p>WB</p> <p>TM</p> <p>TM</p>
Date of Next Meeting	Wednesday 12th July 2017 at 6.30p.m.	

Some Useful Web Site Addresses:

Northdown Surgery

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

NHS Choices (to leave a review of Northdown Surgery and 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/home/>

Thanet Clinic Commissioning Group (sign-up page)
<https://www.thanetccg.nhs.uk/health-network/join-us/>

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/>

Practice Manager's Report – 10th April 2017

I have now been in the post for just over 3 months and hopefully you will have noticed some improvements in our day-to-day practices.

STAFF

We have said goodbye to:

Hannah Goulding from the Reception team.

Claire Collard has left the practice.

Tricia Lukas has now taken retirement.

Carol Gammon has now taken retirement.

Dr Ryder has now also retired (for the last time)

We have recruited and welcomed:

Charlotte Greenwood – Student HCA on 3 month rotation here

Changes to Staff roles:

Lawrence Grant is now the Reception Lead

Claire Heatley is now the Practice Nurse Lead

Jess Moreton is now doing her Business Manager role again.

We will be starting 2 receptionists and a practice nurse over the next few weeks and we are still advertising to try to fill clinical vacancies and hope that we will be able to recruit further clinicians over the next few months.

GP Recruitment

We have yet to attract “retired” GPs to re-locate to Thanet and to work at our surgery and are hopeful that this will generate new recruits to our clinical team.

We continue to employ some excellent Locum GPs on a temporary basis to try to alleviate the problem.

APPOINTMENTS

We continue to monitor availability of appointments . The Telephone Triage system is proving very successful both for patients and for all home visits.

Just for information, approx. 45% of our patients are now using the Patient Access system to book appointments and/or request repeat prescriptions and to view

results, letters etc. There was a short break in service with regard to being able to view documents but that has now been resolved.

Appointment availability for next 2 weeks (as of 10.4.17)

Appointment availability is lacking this month, due to the Easter holiday and therefore short weeks on both Good Friday and Easter Monday weeks. Also we have GP holidays over this month too. Obviously although only 1 GP is off on holiday at each time, the other clinicians still need their regular day off which makes for a shortage of appointments which is unavoidable of course. Normally after bank holiday weekends, we block pre-bookable appointments to give extra availability for patients to make appointments for problems that may have occurred over the long weekend period.

General pre-bookable appointments - there are no pre-bookable appointments available for the reasons already mentioned above.

Online pre-bookable appointments – there are 2 online pre-bookable appointments available for the next 2 weeks.

Blood Tests – there are over 30 blood test appointments available over the next two weeks both online and by normal booking.

Dressing Appointments – there are 24 dressing appointments available over the next two weeks including several available for tomorrow still.

Missed Appointments (DNA's)

Our DNA (Did not attend) figures are still declining albeit very slowly – monthly figures of wasted appointments are displayed in the waiting room and on the website and presumably this seems to be having some effect on the reduction of missed appointments. For March, the figures were 114 missed appointments out of a possible 4269 appointments.

OTHER NEWS

Information availability

Our tv-media screen in the waiting room has now been fixed. If there is some information you would like to see on the screen or displayed in the waiting room, please let us know the subject matter and we will try to accommodate, if appropriate. Also any suggestions regarding the website will also be considered.

Charity Cycle Race

On May 28th, some of Northdown Surgery staff and family members are undertaking to do a sponsored cycle marathon of 26 miles along the Viking Coastal route to raise funds for the Pilgrims Hospices locally. Collection tins are available in Reception or at a just-giving website set up specially for this event –

www.justgiving.com/fundraising/Northdown-Surgery

Chairman's Report – 12th April 2017

Since the last meeting I have attended Thanet Health Reference Group meetings on 1st February and 4th April. They take place every 2 months now, rather than quarterly, because of the amount of change going on in the NHS at the moment. We have had talks on IT and on the Clinical Commissioning Group and they are very interesting. It is also useful to be able to talk to the Chairs of other PPGs in the area. From this it is clear that the problems we have here with obtaining and retaining sufficient clinical staff are the same at most local surgeries. The CCG have an initiative in Broadstairs coming up in May where the benefits of working in Thanet are going to be promoted, by showcasing the positive side of the area. It is clear that because of the issues in some areas of deprivation, clinical staff can make a real difference to people in the here, which must be rewarding in itself. At the same time practitioners can live in nice houses by the sea and enjoy all the best bits of Thanet.

Neil and I also attended a listening event on Tuesday 21 February, at The Global Generation Centre to hear in more detail about the Kent and Medway Sustainability and Transformation Plan. This is a plan that sets out an ambition for changing the NHS and social care in our local area which is being drawn up by committees of local doctors, hospital chief executives, patient groups and councils. We discussed the criteria for Kent and Medway to use to ensure the plans are robust and will work for each and every community. The event was well attended and interesting.

You may have heard of the Primary Care Home Programme, which aims to bring together the full range of NHS and social care services into one community based team – it's joining up the different elements of care. There's also the Acute Response Team, which is based at QEQM, again a joined up care team who try to work together to provide patients – often those with long term conditions such as asthma, heart disease and diabetes who have suffered a short term setback – with a package of care designed to support them at home, rather than in hospital. These and a number of new initiatives are all designed to improve care by working in partnership, reducing hospital admissions and improving care at home.

You can find lots of information about what is going on by joining Thanet Health Network by visiting the CCG website www.thanetccg.nhs.uk

I'd also like to give a plug to Ageless Thanet, which has won a lottery grant of £3million to help improve the lives of older people (fifty plus!) in Thanet. From 20th April they are offering Wellbeing activities to those living in CT9, CT11, and CT12 postcodes

They also look to support Age-Friendly Businesses and Older Entrepreneurs and offer Life Planning for those in difficult or changing situations to those living in all Thanet Postcodes. They are looking for volunteers in every ward in Thanet to become Champions to signpost people to services that can help them. Do take a look at their website <http://sekgroup.org.uk/ageless-thanet/> Or you can find them on Facebook and Twitter

Finally, at the next meeting in July we will need to hold elections for the posts of Chairman, Vice Chairman and Secretary. As I will have been Chair for 2 years I believe it is time for me to stand down and let someone else take over. When we started up the committee we thought it important for the roles to have new people in them every few years so that the committee remains independent and the relationship with the surgery does not become too cosy. Janet and Neil have only been in post for a year, but it really is time for me to step back.

The role of Chairman, while interesting, is not too onerous. I usually have one or two meetings with the practice manager between our quarterly meetings here, to keep up to date with what is going on. I attend the Thanet Health Network, as described already. Those meetings are every two months. I receive information from the NAPF and where appropriate forward it on (I try not to do this too often as I know all our inboxes get clogged up easily). When we are having a survey I try to devote a fair amount of time to ensuring we get as many returns as possible. Occasionally we may try to promote membership of the PPG and I would go to the surgery and chat to people. I have found that the surgery staff are willing to listen to suggestions and interested in our views. It is clear though that the main issue, lack of practitioners, is not going to go away quickly. Of course, this is just the way I have chosen to carry out the role – whoever takes it on next will have the freedom to make it their own.

I believe Toni is going to send out the nomination forms when she sends out the minutes of this meeting (we want to keep expenses down, so will not be sending the minutes separately). Please have a think to see if you are interested in any of the roles – do have a word with me if you want to know more - or email me at Chairnorthdownprg@outlook.com