

Northdown Surgery Patient Participation Group Annual General Meeting

Meeting Minutes for 19 July 2018

ATTENDEES:

PPG Committee: Jan Dell (Chairman, patient), George Treloar (Deputy Chairman, patient), Neil Heslop (Secretary, patient)

Practice Staff: Wendy Blake (Practice Manager), Toni Miles (IT Admin)

Patients: HK, MD, DJ, CK, SM (Ladies)

FK, DD, CE (Gentlemen)

Apologies: Dr Gee, ED, PR, EH, JC-N (patients)

Agenda Item:	Discussion Item:	Action Required:
Welcome	<p>The Meeting was opened by Jan Dell (Chairman) who welcomed everybody to the meeting.</p> <p>Introductions of the Committee and Practice Staff present took place and all members present introduced themselves to each other.</p>	
Apologies For Absence	Apologies were received from Dr Gee and from four PPG Members	
Election of PPG Officer (Secretary)	<p>Jan reminded the meeting that the rules of the PPG Constitution (Rule 5c) state "All posts must be subject to election at least every 2 years."; and as such it is time for Neil to stand down as Secretary.</p> <p>Nomination forms had been circulated to all PPG members some weeks before the AGM and only one Nomination had been received.</p> <p>No members present wanted to nominate themselves for the post and Jan read the nomination that had been received by the outgoing Secretary from PPG Member Jane Cooper-Neville.</p> <p>Jane's nomination was proposed by CE and seconded by George Treloar and Jane was duly elected as Secretary.</p> <p>Unfortunately, a prior engagement meant that Jane could not be present at the AGM and Neil offered to</p>	

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	meet her to effect a handover and has volunteered to continue as Secretary until the next meeting on 10 October 2018 (if Jane so wishes).	
Minutes of 18 April 2018 and Matters Arising	Printed copies of the minutes from the meeting of 18 April were distributed; there were no matters arising and the minutes were accepted by George and seconded by DJ.	
Chairman's Report	<p>Jan delivered her report, which is attached to these minutes.</p> <p>Jan thanked the Secretary Neil Heslop for his support to the PPG, the previous chairman and to herself during Jan's first year in post.</p> <p>Unfortunately, Jan was unable to attend the June meeting of the Thanet CCG Health Reference Group (Neil was also on holiday) and was awaiting the minutes which had not been received by her prior to the Northdown AGM.</p> <p>The Cake Sale in aid of the Alzheimer's Society not only generated funds, but Jan was successful in recruiting some new members to the PPG, one of which (CE) joined us for the first time this evening.</p> <p><i>Post meeting note. Jan has received the NAPP (National Association of Patient Participation) membership renewal papers, which she has passed to Toni Miles who will ensure the membership fees are paid. You can find out more about NAPP here.</i></p>	
Practice Manager's Report	<p>Wendy presented her report, which is attached to these minutes.</p> <p>Wendy told us of one staff leaver – Emily from Reception and welcomed Dawn Rolfe as an HCA and looking ahead to 7 August when Becky Brown will join us for two days per week (with two days also at Bethesda) as an Emergency Nurse Practitioner, who will be able to prescribe and will see acute patients (like Robina Forrest does now).</p> <p>GP recruitment is still difficult, a recent recruitment evening appeared to be successful, but the promising applicant changed her mind at the last minute and went to Eastcliff Surgery in Broadstairs.</p>	

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	<p>There will be another recruitment evening in October.</p> <p>The Northdown/Bethesda Merger talks continue and if agreement is reached, it looks like occupation of the Bethesda building will be in July 2020. Planning consent has been granted by TDC.</p> <p>DD asked what the combined surgery would be called? Bethesda staff don't want to change the name, however Wendy is pressing for Bethesda and Northdown Surgery, so that our identity will be continued.</p> <p>MD expressed her view of sadness over the proposed merger, saying that "Northdown is a wonderful surgery and has served her well".</p> <p>CK asked if the merged surgeries would have more facilities? Wendy replied that yes it would, including specialist clinics for physiotherapy, audiology, ophthalmology, ultrasound and minor surgery, and access to larger teams of specialists.</p> <p>DD asked what would happen to Margate Pharmacy if the merger goes ahead? Wendy thought that there would be little impact on the pharmacy; local residents and patients would still patronise it and its long opening hours were used by others in the Margate area.</p> <p>The implementation of iPads has been rolled out to PPs and GPs for use on home visits.</p> <p>Wendy advised the meeting of changes to the Patient Access System by the software developers to make the mobile version more user friendly, but this in turn seems to have adversely affected access by some users.</p> <p>Toni advised the meeting that a related change means that all users now need to have individual email addresses registered to allow them access to the system; obviously, a baby or young child is unlikely to have an email address. Patients experiencing problems in this area should contact Toni for assistance.</p> <p>The "Health Pod", to be supplied by the CCG is still awaited, as is the Patient Information Kiosk; it was thought previously that they would be in and working by now.</p>	

Agenda Item:	Discussion Item:	Action Required:
<p>Update on Stroke Services Hospital Services</p>	<p>Neil gave an update on the Kent and Medway Stroke Services Review which he had received via an email from Thanet Health Network (<i>reminder, you can all receive updates on a wide range of Thanet NHS items by signing up to their mailing list, see their website addresses in the list at the end of these minutes</i>).</p> <p>The email contains a link to two reports both of which are very “wordy”, the first one is the “Stroke Consultation Activity Report” with fourteen appendices; the second is the “Consultation Response Report” containing 140 pages, which downloads as a PDF file – Neil gave a precis of the Executive Summary which covers the slides four to eleven, which show how the consultation was run.</p> <p>There is too much text to try and reproduce it here, but “Thanet” appears 56 times throughout the document and the report also states that “Awareness (of the consultation) is highest amongst residents of Thanet and lowest amongst Bexley residents” and “Many (respondents) feel that the geography of the area means that four units would be better, in order to provide fair and equal access to all residents”</p> <p>The email attached at the end of these minutes includes three paragraphs setting out the process and timetable for reaching a preferred option of the Stroke Consultation.</p> <p>As and when we have them, Northdown PPG committee members will provide updates on the Stroke Review at future PPG meetings.</p>	
<p>AOB</p>	<p>The Committee didn’t receive any completed “Topic for Discussion” forms this time.</p> <p>CE raised a concern about GDPR (General Data Protection Regulation); he was concerned that patient records were less secure now under the recently introduced legislation. Wendy responded that patient information is as secure now as before GDPR and said that surgery staff do not read, nor transfer patient records.</p>	

Agenda Item:	Discussion Item:	Action Required:
	<p>During April's meeting, Jan asked if fund raising activities could take place on site, for instance in the car park, there had been no fresh ideas about fund raising from the members; Wendy felt that as the car park is a shared facility with the adjacent pharmacy that it would be impractical to try to use it (for stalls/tables etc).</p> <p>CE asked if access to the surgery building could be provided via a gate in the fence of the adjacent footpath between Northdown Park Road and St Anthony's Way; the fence is once again damaged? Wendy said that security of the overall site is an issue and that the pharmacy had been broken into twice in recent months, so fitting a gate would seem unlikely. Wendy would ask the Maintenance Man to effect a more durable repair to the fence.</p> <p>Once again, attached to these minutes is the "Topic For Discussion" form; you can also find the form on the Northdown Surgery website, Patient Group Section, then, click on the "Next Meeting Date" tab.</p> <p>If you have an AOB question, please submit it ahead of the PPG Meeting, so that if the question needs research to be carried out, then submitting it some days in advance will give the Committee a chance to respond more fully.</p> <p>Similarly, if a member is unable to attend a meeting and wants to ask a question, submitting it in writing on the form is one way to achieve this.</p> <p>There being no other points arising, the meeting closed at 1933hrs.</p>	<p>Wendy</p>
<p>Next Meeting</p>	<p>The next PPG meeting will be held at the Surgery on Wednesday 10 October 2018 at 6:30pm</p>	
<p>Future Meeting Dates</p>	<p>The subsequent scheduled meetings are on: Wednesday 9 January 2019 Wednesday 10 April 2019 Wednesday 10 July 2019</p>	

CHAIRMAN`S REPORT JULY 2018

Hello everyone and welcome to our PPG Meeting for July 2018.

I do hope you have been enjoying the good weather and the heat has not been too much for you. I think the main point of suffering are our gardens and our pets, and we must not forget the latter, keeping them cool and avoiding walks when pavements are so hot.

Tonight, is also our annual General Meeting, and sadly we are saying farewell to one of our committee members, our Hon. Secretary Neil Heslop. Over the past two years he has served the committee and the surgery and supported me in my first year as Chair. Without his input and guidance my life would have been much harder, and the ropes of the role much more difficult to learn. I am sure all of you both surgery staff, patients and committee members would like to join me in thanking him for all his efforts and hard work. Unfortunately we were unable to persuade him to stay!

Sadly I was unable to attend the last meeting at the council Offices and despite an e-mail to Kate Blissett she has not come back tome with any details of the meeting and so unfortunately I am unable to report on it.

However we did hold a cake sale at the surgery for Alzheimer's Society, and not only was I selling cakes in the morning but also trying to recruit new members to the PPG. I gave out over 40 leaflets and flyers explaining to patients the importance of the meetings, and what our roles were. I am hoping that at least some new faces are with us this evening. Any ideas or points you would like to raise please do not hesitate to mention it to us and we will do our best either to answer straight away and if we do not know we will find out!

On that note may I wish you a very pleasant rest of the summer weather, although I understand it will change at the week-end and we will have some much-needed rain for our gardens.

Janet Dell
Chair.

Practice Manager's Report – July 2018

Staff

We have welcomed:

Maisie Cope who is a junior doctor, just till the end of this month.

Dawn Rolfe who has joined us from the District Nursing team, in an HCA role.

We continue to have student nurses on a 3-month rotation and currently have Jessica Spice with us.

We have an Emergency Nurse Practitioner joining us on 7th August, she will be able to see patients with acute problems (like Robina) and can prescribe.

We are unfortunately losing Emily who has been a great asset to our team on reception; we will be replacing her as a full-time post.

GP Recruitment

We had an International GP Recruitment evening last week organised by the CCG at The Yarrow Hotel. There were 4 GP's interested and one of the female GP's was very interested in coming to work here. Dr Gee and I had a good chat with her but unfortunately, we lost her to East Cliff, she required a lot of mentoring and support and so felt she would get this there as they have 3 GP trainers and we only have one. There is another recruitment event being held by the CCG in October, so we will try again.

Bethesda/Northdown Merger

We are still working towards a merger with Bethesda; we are in negotiation with our landlords Assura regarding the lease of this building which we are hoping to have an agreement on in the next 3-4 months.

All staff have started to cross work and are now actually swapping shifts and so they are getting a better idea of how each surgery works. We need to continue this for a few more months yet and then we will get key members so staff from both sides together to work out how we are going to start working the same ways.

Planning permission has been granted for the building and we have also purchased the old coach park. Along with the purchase we have had to agree to put in a zebra crossing, which will be sited near the new car park. The bus routes will be looked at next once the building plans and

funding have been signed off. We are at the moment going through the specifications for all the rooms.

The build is still due to start in October/November 2018 may be even later and will be completed hopefully by the end of the year but definitely by March 2020. The new build will give us a better opportunity to expand our services and hopefully attract more GP's which we know is what we lack most. We will not move into the new building until July 2020 as work will need to be done on the older part of the building to bring it up to standard with the new extension.

We will become one practice, so you will have more choice of GP but at the same time you will still be able to see your registered GP if this is who you want to see.

PPG Members

814 patients are now members of the PPG.

Patient Access System

The change by the software developers to make the system more user-friendly for mobile users has not been without its problems and has caused significant problems to a very few patients in gaining access. Most problems seem to have been resolved now.

Appointments

The Telephone Triage system is still proving the best way to utilise our precious appointments. Our new i-pads for the PP's and GP's to take out on home visits, have now been put to good use.

Appointment availability for next 2 weeks (as of this morning at 11.00)

General pre-bookable appointments - there are 4 pre-bookable appointments available over the next week.

Online pre-bookable appointments – there are 5 online pre-bookable appointments available for rest of July

Blood Tests – there have been zero blood test appointments available due to an error in our appointment book, however this is being rectified.

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

At 12.15 Friday there were still 4 urgent appointments available for the afternoon.

Missed Appointments (DNA's)

DNA numbers remain stubbornly around the 4.2% each month.

OTHER NEWS

Fund Raising

We have raised funds £782 for Clic Sargent (Julie run the Brighton marathon and we held a raffle) and £105 for Alzheimer's Society (cupcake day) since our last report.

Telephone System

We have been having quite a few problems with our telephones, but they are BT network problems not the phone system supplier. They do seem to get sorted quickly but are causing a few problems for patients getting through and also for GP's in getting outside lines.

Arrival Health Pod

We are still awaiting arrival of the health pod. This is a pod, being supplied to all surgeries by the TCCG, that will allow patients to not only check their blood pressure, but whilst sitting at them, can also take other measurements e.g. weight and height. This information will then automatically be sent to the patient's medical record on our clinical system.

Patient Information Kiosk

Again, this is something being supplied by the TCCG to all surgeries for patient use which we are still waiting delivery of. Data/power points will be installed soon.

END



Dear Thanet Health Network member

Today we have published two reports about the recent public consultation on urgent stroke services in Kent and Medway:

Consultation response report: This report has been written by DJS Research, an independent research consultancy, who analysed all the consultation responses. It provides a detailed report on the themes emerging from the public consultation.

Consultation activity report: This report, written by the consultation team, sets out how we delivered the formal consultation; describing the range of activity we undertook across Kent and Medway and neighbouring areas.

Both reports are available at www.kentandmedway.nhs.uk/stroke/reports/

We should stress that no decisions have been taken at this point. The Joint Committee of Clinical Commissioning Groups reviewed the reports at a meeting yesterday (28 June 2018); and will be looking at the responses in more detail in the coming months as part of developing a preferred option.

We would like to thank the thousands of people who took the time to contribute to the consultation. And to thank you for your support in promoting the consultation. We would encourage you to look at the response report which we feel gives an accurate reflection of both the support and concerns raised during the consultation.

It was good to receive such a wide range of comments from across Kent, Medway, south east London and East Sussex; and to see how important getting our stroke services right is to people. The views we have gathered will play an important part of the next stage of decision making.

The process and timetable for reaching a preferred option is:

Summer to early autumn: consideration of the consultation responses and establishing whether any viable additional options have been put forward to evaluate in detail, agreeing the approach to the evaluation of the shortlisted options, meeting with the Joint Health Overview and Scrutiny Committee, evaluation workshops.

Autumn: identifying a preferred option, development of the 'decision making business case', including discussion with the South East Clinical Senate, NHS England and NHS Improvement and the Joint Health Overview and Scrutiny Committee.

Winter: final assurance process with NHS England and NHS Improvement, and the Joint Committee of CCGs meeting to agree the preferred option for implementation.

To keep up to date on the progress of the stroke review please subscribe to the Kent and Medway Sustainability and Transformation Partnership's regular bulletin at www.kentandmedway.nhs.uk/subscribe

We would be grateful if you could circulate this update within your networks.

Yours faithfully

Patricia Davies

Director of Acute Care for Kent and Medway and Senior Responsible for the Kent and Medway Stroke Review
On behalf of the Stroke Review Joint Committee of Clinical Commissioning Groups

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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>

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/>

2017 GP Patient Survey Results

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

<https://gp-patient.co.uk/Slidepacks2017#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/>