

Northdown Surgery Patient Participation Group

Meeting Minutes for 10 October 2018

ATTENDEES:

PPG Committee: Jan Dell (Chairman, patient), George Treloar (Deputy Chairman, patient), Neil Heslop (Secretary, patient), Jane Cooper-Neville (Backup Secretary, patient)

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

Patients: DJ, SM, DW, AB, PR (Ladies)
DW, PBMcD (Gentlemen)

Guest Speaker: Dr Jihad Malasi (Chairman Thanet CCG)

Apologies: Dr Gee, CK, DD, TF, HK, FK (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> <p>Jan told the meeting that following separate discussions, Jane Cooper-Neville who had been elected as Secretary at the AGM, felt that due to work and family commitments that she might not be able to fulfil the role to the level that she would like and that Neil had agreed to continue in post and Jane would act as his backup, to cover absence during holidays or as needed.</p> <p>George had to leave the meeting early to travel north on business and so the agenda running order was altered to accommodate this, all agenda items were covered.</p>	
Apologies For Absence	Apologies were received from Dr Gee and from five PPG Members	
Medicine and Waste in Thanet	George gave the meeting an update on the cost of wasted medicines, based upon a report presented during August's CCG/HRG Meeting by Andrew Dent – the Medicines Optimisation Pharmacist for Thanet CCG, George's update is attached to these minutes. George went on to say that Ross McSavaney a	

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	<p>Clinical Pharmacist has started working at Northdown Surgery and will be reviewing patients' medications; Ross is with us on Mondays and the remainder of the week at Bethesda and The Limes. We hope that Ross will speak to us at the next PPG Meeting on 9 January 2019.</p>	
<p>Minutes of 19 July 2018 and Matters Arising</p>	<p>Printed copies of the minutes from the meeting of 19 July were distributed; there were no matters arising and the minutes were accepted by SM and seconded by DJ.</p>	
<p>Chairman's Report</p>	<p>Jan delivered her report, which is attached to these minutes.</p> <p>Unfortunately, Jan was unable to attend the August and October CCG/Health Reference Group meetings. George and Neil went to the August one – George and Neil to the one on 3 October.</p> <p>In her report Jan refers to a series of GP Online Services webinars (online presentations/seminars) that PPG members can attend – by registering online and whilst several webinars have taken place in the time between our AGM and this PPG Meeting, there are still some dates available in November and December 2018. The webinar invitation can be found here</p> <p>Jan reported that, along with the other three CCGs in east Kent, Thanet was placed in Special Measures by NHS England and this was the subject of much discussion at the most recent CCG/HRG meeting. Neil felt that as this is of importance to all of us, he would try to get a speaker from the CCG to present to us and was able to persuade Dr Jihad Malasi the Clinical Chair of Thanet CCG, to come to our meeting this evening.</p> <p>Lively discussion took place about Jan's item that she heard on BBC radio recently, which involved groups of around 15 patients with similar conditions to each other and one GP, spending up to two hours comparing "notes", symptoms, treatments and outcomes. The GP was present at the reported session for about an hour. Several PPG members thought that the idea sounded positive and wondered if it could be tried at Northdown; however,</p>	

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	<p>from a practical perspective, right now this won't be possible due to lack of space (no meeting or consulting room large enough for 15 people) and the shortage of GPs at Northdown. Wendy thought that when the merger with Bethesda takes place and after relocation to the new building, facilities would exist there to make it a possibility.</p>	
<p>East Kent CCG's in Special Measures</p>	<p>Neil introduced our guest speaker – Dr Jihad Malasi, the Clinical Chairman of Thanet CCG and GP at Dashwood Surgery. Jihad was asked to come to our meeting to give a brief talk on what impact there would be on Thanet in general and Northdown in particular, now that NHS England had place the four east Kent CCGs into Special Measures. Neil had expected Jihad to speak for around 10 minutes and to take questions, he spoke for well over 30 minutes. East Kent CCGs have a 10% deficit on a budget of £100m; Thanet is the least affected CCG; the worst is Canterbury.</p> <p>In addition to financial issues, the CCGs are also rated on other physical issues. EQM is rated “D” for Stroke Services on a scale of A to G; the A&E waiting times are “bad”; Cancer Services are “failing”; Ophthalmology had 11 patients who lost their sight.</p> <p>The CCGs are charged for services that they buy from hospitals and elsewhere and fees have gone up. The CCGs contract with other trusts such as Mental Health Trusts; Hospital Trusts and Ambulance Trusts.</p> <p>The contracting regime is poor; we are small CCGs and have not managed our big contractors well experts have been brought in to solve this situation.</p> <p>Thanet CCG did not overspend at all and in fact broke even in the last financial year, but because of our liaison/relationships with the other three CCGs, we were “lumped together”.</p> <p>One of the members asked why GP Practices close down; Jihad replied that Thanet CCG is made up of the 13 Practices in the area, the CCG does not tell Practices to close, but GPs find it hard to recruit new young doctors into poor quality buildings with limited</p>	

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	<p>facilities and so, a Practice eventually closes (possibly due to Retirement of the GP).</p> <p>SM asked Jihad to explain the mechanism for getting out of Special Measures. A Commissioning Manager (Caroline Selkirk) has been appointed to oversee our way out; a PMO (Program Management Office) has been formed to oversee the recovery, contracts with suppliers are being reviewed, the CCG management structure has been reviewed and changes made -Oena Windibank now heads up all four CCGs (previously she led Thanet's).</p> <p>SM asked about changes to services as well as finance; Jihad went on to tell us that "Clinical Effectiveness" procedures are being reviewed and he gave an example - stripping varicose veins (VV); it has been found that stripping VV causes more VV to form – so why do it?</p> <p>The provision of fertility treatment is also under review to see if money can be saved.</p> <p>Cancer Care is being looked at, at a Kent and Medway level; different hospitals discharge patients in different ways; e.g. prostate cancer patients are discharged after different levels of treatment – this is inconsistent and that a best practice approach may provide benefits to patients and to hospitals.</p> <p>MRI scans for back issues will be withdrawn, as there is no clinical benefit – the scans have been given for patient reassurance purposes.</p> <p>TM asked how the measurements would be taken to get us out of Special Measures; Jihad said that KPIs (Key Performance Indicators) are used in many fields, for example in mental health, one of the KIPs is "how long has a person been in police custody before they receive treatment?"; in cancer care, the target time to be seen is two weeks (so the KPI is two weeks) and that other target dates have to be met.</p> <p>As part of the Special Measures situation, there are NHS Assurance Meetings, there's one in about two months' time and then probably another after six months. The CCGs are under constant review by NHS England; if things don't improve, the next worst step is "Legal Directions", whereby NHS England would install a "Turnaround Team" in east Kent to manage the CCGs.</p>	

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	<p>JC-N asked if in relation to Special Measures are there any sanctions to be applied against Northdown Surgery, will patients notice anything? Jihad said that GPs will probably stop prescribing (for instance) paracetamol – a prescription for paracetamol costs around £60 to process, but the same medicine costs around 39 pence when bought across the counter at a high street pharmacy. One of the positive things will be clinicians and other health care professionals working in Medical Hubs,</p> <p>JC-N asked a further question - whether the Social Prescribing Framework included self-management skills training for people living with long term conditions; Jihad didn't know the answer and said they were developing the social prescribing offer with Red Zebra</p> <p>AB told us that she sits on the Board of Ageless Thanet who will be setting up Social Prescribing; she expressed concern that Ageless Thanet and perhaps other groups, were being excluded from meetings with the CCGs, Jihad offered to speak with AB to understand her concerns more fully, after the meeting.</p> <p>At this point, as we had already overrun our normal meeting duration Jan called the discussion to a close and expressed her thanks to Jihad on behalf of the members for his attendance at our meeting.</p>	
<p>Practice Manager's Report</p>	<p>Wendy presented her report, which is attached to these minutes.</p> <p>Wendy told us of two new starters, Hollie Buckley and Stacey Beswick in the Reception team and that Lawrence Grant had left Northdown and taken up a new role in Thanet CCG. Cathy Macey is now Reception Manager.</p> <p>Rebecca Brown has joined as an Emergency Nurse Practitioner and that Yeu Jye Pang (known as Deborah) has joined as a junior doctor for further training on rotation.</p> <p>The Northdown/Bethesda Merger talks continue, negotiations with the Northdown landlords are in progress and it's hoped to have an agreement about</p>	

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	<p>the remaining lease of the surgery soon. It looks like occupation of the Bethesda building will now be in November 2020 because of building works to the existing part of the building to bring it up to the same standard as the new build.</p> <p>Wendy told us that earlier problems with the Patient Access System seem to have been resolved, but that it is no longer possible for patients to share the same email address on the Patient Access system; meaning that some patients have had to open new/additional email accounts, which is a nuisance to parents who might previously have had their children registered under the parent's email address.</p> <p>Missed Appointments (DNA) are up this month, possibly caused by several patients not turning up for their booked two minute 'flu vaccination.</p> <p>There's a current initiative by NHS England for 8-8 working and this is being provided locally by Northdown, The Limes and Bethesda surgeries; whilst Northdown is not providing this service "in house", two of our staff are working on Tuesdays at the other two surgeries and Northdown patients are already using the service. The early/late appointments may not always be with a GP, but with another professional - the appointments are not for emergencies.</p> <p>Ross McSavaney is a Clinical Pharmacist working at Bethesda and Northdown. He is currently reviewing the medications prescribed to patients in Care Homes and in the future will have clinics at Northdown to carry out medication reviews with other patients.</p> <p>The Patient Information Kiosk has been delivered, data and power points have been installed, but the Kiosk itself is awaiting installation. The Health Pod, which will replace the existing blood pressure machine and take other measurements has not yet been delivered. This is the same situation across other Practices in Thanet.</p>	
Update on Stroke Services	Neil was going to give an update on the Kent and Medway Stroke Services Review, but Jihad offered	

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	<p>to speak on the subject.</p> <p>Jihad became involved with the Stroke Services consultation about five months ago; he felt that the consultation was well run but didn't give the result that some people would have liked. KCC described the consultation as a "Gold Standard Consultation Process".</p> <p>In the context of travel times and the FAST campaign, Jihad said that the existing stroke service provision is run on a 9 to 5, Monday to Friday basis and that the stroke specialists are not dedicated to stroke. The new 24/7 service will provide dedicated teams of doctors, stroke nurses, physiotherapists, language specialists...</p> <p>In London the number of stroke units has been reduced from 22 down to 8 units and the patient outcomes have greatly improved.</p> <p>Toni said that Ashford is still a long distance away and asked Jihad what plans there are for rehabilitation services? Jihad replied that the term "stroke" covers three areas: TIA (Transient Ischemic Attack) or mini-stroke; Stroke; Rehabilitation. Rehabilitation will be done locally to the patient's home.</p> <p>SM asked if FAST is no longer relevant? Jihad replied that the FAST campaign made little difference to patient outcomes and that FAST was really developed to get people to understand the symptoms of stroke. He referred to a recent article in the British Medical Journal (<i>Note from the Secretary: you can access the article by following this link https://www.bmj.com/content/362/bmj.k2898.full however, I have found that to read the full article you will need to register and subscribe to the BMJ, or buy a copy of the specific article. You may also like to click on the "Responses" tab found on the same webpage as the article</i>). Jihad went on to say that the first 72 hours of treatment is the vital time span for stroke victims.</p> <p>JC-N asked about Minor Injury Units; she said that Margate is a deprived area and that she has a car and can travel to Ashford or to a MIU in Herne Bay or Whitstable, but why is there no MIU in Margate. Jihad said that this is being looked at currently.</p>	

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<p>AOB</p>	<p>The Committee didn't receive any completed "Topic for Discussion" forms this time.</p> <p>PBMcD complained that he couldn't get an appointment at Northdown and was told by Reception staff to come to Reception at 0830 on a particular day, so that he could be fitted into a GP Surgery, to discuss problems with his leg. He arrived at 0835 and there were no appointments available, he went to A&E and was prescribed penicillin and cream which was the same treatment that he had been prescribed on an earlier occasion at Northdown. He booked himself into the Chaucer Hospital in Canterbury at a cost of £250 – the specialist that he saw prescribed cream only and his leg condition improved. Wendy offered to speak with PBMcD at the end of the meeting to discuss his dissatisfaction with the appointment system.</p> <p>Neil asked the meeting attendees which of them received emails from Thanet Health Network and he showed a couple of examples like this one, that he had printed earlier; most attendees did not receive them. The purpose of this was highlight that PPG Members and other patients are missing out on information because they have not signed up to the Thanet Health Network.</p> <p>Ahead of this evening's meeting, the committee members had discussed the feasibility of forwarding those type of emails to PPG members and of sending printed copies to those members who do not have email access.</p> <p>However, we concluded that whilst patients sign up to receive PPG news/minutes etc, we're not sure if their sign up is sufficient to allow us to forward on other agencies items (almost a third-party effect) and that whilst we would not be sharing the Member's actual email address, we would be "exposing" our patients to unsolicited emails - albeit the forwarded emails would be about potentially relevant health related items. We are unsure of the wider implications of GDPR and so have decided not to forward emails from third parties to Members.</p> <p><i>Reminder, you can all receive updates on a wide range of Thanet NHS items by signing up to the mailing list, see their website addresses in the list at</i></p>	<p>Wendy</p>

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	<p><i>the end of these minutes, or by following these links directly from here:</i></p> <p>Thanet Health Network (everything you wanted to know about NHS health in Thanet and more) http://www.thanetccg.nhs.uk</p> <p>Thanet Clinic Commissioning Group (sign-up page) https://www.thanetccg.nhs.uk/health-network/join-us/</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, Jan called the meeting to a close at 2020hrs.</p>	
Next Meeting	The next PPG meeting will be held at the Surgery on Wednesday 9 January 2019 at 6:30pm	
Future Meeting Dates	The subsequent scheduled meetings are on: Wednesday 10 April 2019 Wednesday 10 July 2019 Wednesday 9 October 2019	

Chairman`s Report

I hope this meeting finds everyone fit and well after the lovely summer weather we have experienced over the past few months.

I would like to start by once more thanking Neil our retiring Hon. Secretary (or is he?) for all the hard work he has put in over the past two years, and I may add is still doing to date! Furthermore I would like to welcome on board our new Hon. Secretary Jane Cooper Neville. Jane comes from a health care background and I will not steal her self-introduction which I am sure you will find most interesting.

Over the past months there have been several issues which I will comment on briefly, but as I believe Neil has been in much closer contact with the people concerned, and was able to attend the CCG meeting recently I will leave him to offer the in depth accounts.

Wendy, George and Neil were involved in a meeting in August concerning wastage of medicines . This is not new and we are constantly working on different audits to combat this. Ross the Clinical Pharmacist is now working across Bethesda, The Limes and ourselves and the common target is medication reviews. He only started on the 6th August so is just getting used to our clinical systems. Andrew Dent was invited to come along to this meeting and give us a talk on waste medicines but unfortunately he is on a two year secondment and George has reported that he will obviously not be able to give his presentation as we had hoped.

More recently Toni has reported on the webinar System and there are a number of meetings that patients can attend to gain more information about this. Some meetings have already been held but there are others to come, later in October and November and I am sure she will be reporting to you fully on this. I note she has also included a very colourful poster!

Neil has secured Jihad Malasi, Thanet CCG Chairman to talk to us about East Kent CCG`s in special measures and as this precedes my report I guess we all know about it without me reporting further on it!

On 9th October there was a public event to inform Margate residents and discuss the new Bethesda build, and the possible services that could be provided. This was at the Quarterdeck in Margate. Unfortunately Neil and I were both unable to attend and understand from e-mails between the

Committee that George was able to attend and will have a report on the meeting for us. Hopefully Jane will also be able to go along with him. Neil has a very interesting report concerning a meeting we have been invited to at Bethesda this invitation was extended to us by Kathy Thornberg from Bethesda. It is their PPG meeting on Monday 14th November between 11 and 12 noon. Neil has indicated he will attend as will I. They operate a very different system to our meetings as they have no PPG Committee as such, and Neil has reported the minutes are taken by the practice secretary and chaired by the practice manager.

I have also seen a message from Toni that patients requiring flu jabs, that there is not a walk in clinic and no doubt she will tell you the best way to secure your winter vaccination.

Finally whilst driving back from Bath last week-end I heard a very interesting piece of news on one of the radio stations. Somewhere in England recently there is or has been a pilot scheme which has been reported as a success of sharing patient/doctor consultations for people with like illnesses who need to see a doctor and are experiencing their own problems. The report said that patients found this useful to be able to talk to their Doctor whilst also talking to other patients with the same condition and exchanging ideas and treatment patterns. Apparently the big advantage of it was that patients did not feel they were so isolated with their conditions to know that others had the same problems. I think however, there will be a variety of views here tonight on whether we would want to share our personal information with around ten other people.

May I wish everybody a Very Happy and healthy Christmas and New Year

Jan Dell
Chair

Practice Manager's Report – October 2018

Staff

We have welcomed:

Hollie Buckley and Stacey Beswick have joined our Reception team
Rebecca Brown has joined us as an emergency nurse practitioner.
Yeu Jye Pang, junior doctor has joined as for further training on rotation

Cathy Macey is now Reception Manager, following Lawrence Grant's departure to work at the CCG.

Mathew will be leaving us in November and we are actively recruiting this role.

Bethesda/Northdown Merger

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

Planning permission has been granted for the building and the work has now been put out for tender. The TCCG are holding a series of meetings around public requirements for the new merged health centre. We will not move into the new building until November 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

Membership of the PPG remains fairly stable around the 828 count.

Patient Access System

Most problems seem to have been resolved now, however due to software security; it is now not possible for people to share the same email address for the Patient Access system registration. This has meant that a few of our patients have had to open up new separate email addresses and has been of particular nuisance for parents who might have their children registered under their own email address. The software company are still working on this for minors.

Appointments

Appointment availability for next 2 weeks (as of 8.10.18)

General pre-bookable appointments - there are 14 pre-bookable appointments available over the next two weeks.

Online pre-bookable appointments – there are 7 online pre-bookable appointments available for next two weeks

Blood Tests – there are 31 online blood test appointments available and over 40 pre-bookable blood test appointments

Dressing Appointments – there are 32 dressing appointments available over the next two weeks.

At 10.00 on Monday 8th October, there were still 5 urgent appointments available for the afternoon.

Missed Appointments (DNA's)

DNA numbers increased slightly this month to 4.9% - however with 2-minute flu appointments and several not turning up for their booked flu vaccine appointment, this may well be the reason for the increase.

Patient Engagement Meeting

I attended this yesterday and there was a good turnout of people from all parts of Margate. Tony Martin and Oena Windibank gave a talk on the opportunities this new building gives the people of Thanet and the chance to build something new and exciting, with a café and space for a gym, social prescribing etc. Sheets of paper were left on all tables for people to write 'What would you like to see in this building? Any other factors you would like us to consider in keeping the Margate population well? What should we do to make sure the hub is easily accessible? Name for the new hub? There was a question and answer session with all answers being given by either Tony or Oena.

8-8 Working

The Limes and Bethesda are now doing 8-8 working and although we ourselves are not supplying this service all our patients can have appointments at either of the 2 practices. Patients need to call Northdown though to book these appointments. These 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.

Clinical Pharmacist

Ross has started with us now and he is going through all our patients in care homes and looking at their medication. Once he has completed this and he is happy with our clinical system we will set him up with some clinics, so he can have face to face with patients regarding their medication. He has also left a Medications Resynchronisation sheet on reception for patients who would like all their medication to be aligned. He is going to come to our next meeting to introduce himself and tell you a little more about what he does.

Fund Raising

We have not undertaken any fund-raising since my last report.

Telephone System

Is working well.

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 still have delivery of but are awaiting installation. Data/power points have been installed.

END

Prescribing and Medicine Waste

Thanet's annual budget is around £25 Million.

This related to 3.2 million prescription items over the last 12 months.

Thanet has the highest rate of long-term conditions than other areas in Kent.

In 2010 it was seen £300 Million wasted on unused medicines.

£1 Million could potentially be saved in Thanet and could relate to:

- 33 more district nurses or
- 270mmore hip replacements or
- 28 more community physiotherapists or
- 23 more dementia nurses

It's estimated that up to 50% of patients do not take all of their prescribed medicines.

Between 30% and 50% of prescribed medicines for long term conditions are no longer taken.

We all can do our bit by asking: 'Do You' know someone or even yourself who does not take all of their medicines?

I did, my mother in law had a monthly prescription and within it were water tablets, each night we took these out and throw them away.

A tiny tablet you think, but you don't think of the cost and even more when you add up the total over the year.

We all can do our bit by: simply asking your GP to cancel drugs or other items you or those who you care for, where the item is not used. This could be a drug or other prescribed items such as dressings.

GP Online Services webinar for Patient Participation Group (PPG) Members

Patient Participation Groups (PPGs) play an important role in supporting GP practices, particularly in the engagement with patients.

The NHS is making more of 'digital' - the internet, smartphones and tablets - and is offering patients the opportunity to do all of these things online, via a website or an app, if they want to.

Surgeries across England are promoting GP Online Services to patients and many have reported that their PPG was instrumental in letting their patients know about online access and how to get started.

The Primary Care Digital Transformation team is holding a series of webinars aimed at PPG members to help them understand all about GP online services and how they can support their local GP practice in getting more patients to register for this service.

The webinars will help PPG members understand more about GP Online Services, and give them the opportunity to ask questions.

Each webinar is FREE to attend, will last between 60 and 90 minutes (depending on how many questions are asked), and covers the following topics:

- What GP Online Services are
- What the benefits are for patients
- What the benefits are for practices and practice staff
- How PPGs can help to promote GP Online Services to patients and public, and how to access the promotional resources.
- Computer literacy
- Data security
- Further support and linking with other PPGs via Knowledge Hub
- Tips and ideas on promoting GP Online Services uptake amongst patients

To attend the webinar all you need is a phone and a computer and we can help you get started with this. Once you have registered you will receive, nearer to the date of the webinar, further information and how to set it up. If you have any difficulties registering for one of the webinars then please contact england.patient-online@nhs.net

Please click the links below to confirm your place:

[Wednesday 29 August 2018 - 10.00 - 11.00](#)

[Monday 17 September 2018 - 13.00 - 14.00](#)

[Wednesday 24 October 2018 - 10.00 - 11.00](#)

[Monday 26 November 2018 - 13.00 - 14.00](#)

[Wednesday 19 December 2018 - 10.00 - 11.00](#)

Thanet
Health Network



NHS
Thanet Clinical Commissioning Group

Dear health network members,

We are writing to invite you to give your views on potential options to improve hospital and local care services across east Kent. Please join us at one of eight public events between 30 October and 20 November.

The NHS and social care partners in east Kent want to improve services for local people. We want people to get as much care and support as possible from their GP practice and local health and care teams. And we want to make sure they can get the best, most effective, hospital care if they need it. This is the next step in conversations we've been having with staff, patients and the public over recent years about why change is needed and how services could be improved.

Some of you will remember that two potential options to improve urgent, emergency and acute medical care in east Kent were published last November. These public events will update you on the two options and gather your feedback to help shape the final proposals. **Dates, times and venues of all eight meetings are listed in the invite attached.**

We know these changes will be really important to you, and these meetings are a chance for local people and organisations representing patients to help us understand the potential impact of the options we are currently looking at.

We want as many people as possible to be involved so please share this information within any wider networks you have. You can register for the events online at www.kentandmedway.nhs.uk/eastkent

If you cannot register online, please contact us by email info.eastkent@nhs.net or call 01622 211940 to reserve a place.

More information about the proposals will be added to the website www.kentandmedway.nhs.uk/eastkent shortly, and an online survey will be open from mid-October.

We look forward to meeting you at the events and working with you.

Engagement Team
NEL

Kent House, 4th Floor,
Station Road, Ashford, TN23 1PP

www.nelcsu.nhs.uk
[@NELCSU](https://twitter.com/NELCSU)



www.thanetccg.nhs.uk



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

PPG Member's Name _____

Date ___ / ___ /2019

Either hand in the form at Reception ahead of the meeting, or send by email to chairnorthdownprg@outlook.com

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/>