



NORTHDOWN SURGERY **PATIENT PARTICIPATION GROUP** **Meeting held 20th April 2022**

Attendees:

Patients: Jan Dell (Chairman, patient), LS, MD, AL, PR, DD, TN

Surgery staff: Dr Ashwani Peshen (GP), Miss Jess Moreton (Practice Manager), Toni Miles (ICT Admin)

Apologies: DJ, LD, CK, MA

1. Welcome and Introductions

The meeting was opened by Jan Dell who welcomed everybody and introduced the surgery members present at the meeting. Unfortunately the previous secretary has had to stand down so we were looking for a volunteer for not only vice-chairman but also for secretary. One attendee, AL said she may well be interested in joining the PPG committee and had previous healthcare experience within the CQC group as an examiner. Chairperson and AL will speak post-meeting regarding this.

2. Apologies for absence

Apologies had been received from 3 patients (DJ, CK, MA) and from Louise Dobbyn (Deputy Practice Manager).

3. Minutes of the last meeting

These were read and approved by TN and seconded by TM. Matters arising are all covered later in Any Other Business

4. Chairpersons Report – appended to these minutes

Discussion points from this report will be covered in Any Other Business

5. Practice Manager's Report – also appended to these minutes

6. Any Other Business

a) Surgery moves

During the Chairpersons report, she had mentioned that she had visited the Westwood Christchurch building with surgery GPs and management for a site tour of a proposed new siting for the surgery . As some participants of the meeting had not been at the October meeting when Dr Peshen made a presentation about this potential move, Dr Peshen explained about the plans to move the main surgery to Westwood and to keep a hub at the current building for those patients who would find it difficult to get to Westwood. We are a training practice for both GPs and Nurses and have had various qualified doctors who have come to the surgery to continue their training with GP speciality. We have been striving to attract more GPs and Advance Nurse Practitioners etc and whilst we had a queue forming to join us, we no longer have the space or facilities to expand our services at our current site. It is hoped that the main hub at Westwood would also facilitate other health and voluntary agencies being in the same building which would make for easier transition for patients and their care, i.e. Age Concern etc. LS asked how this might improve things and discussion about the holistic approach took place and it was felt that this would improve patient experiences/treatment. Other sites locally have just not become available.

Some discussions would be required with TDC and Stagecoach to review current travel services and revisions necessary to facilitate patients being able to travel to Westwood. LS, DD and MD all mentioned potential patient transport options and what additional facilities may be on offer or required. MD mentioned that she had recently used Patient Transport for an appointment in Maidstone and this had worked well. Also AP mentioned those that companies that had been available for transport of patients to the vaccine clinics might still be operating/applicable. This is currently being looked at. LS suggested that a potential list of volunteer drivers could be drawn up to aid patients to get to Westwood also.

The Status of this is that we have put in a bid to the Clinical Commissioning Group (CCG) and awaiting the outcome and decision, however this may take some time and would depend on the availability at that time of the University building. It is hoped that the trainee GPs

that join us, would return to us upon completion of training and that the hub would be better for retention of clinical staff. AL and MD both asked if patients would be able to have input into this plan during development etc and it was suggested that a separate sub-group might be set up of surgery staff and PPG members to ensure that all sides of opinion are covered. MD asked if Dr Peshen had any influence with his various other external NHS/CCG roles with regards to the outcome of this decision, could he please use them.

Action: Application form for Patients to join the strategy group for the proposed hub to be raised by PPG officers.

AL asked if there was any value in joining with Bethesda as originally planned but AP explained that this was no longer feasible.

b) Retention of trainee doctors

TN asked whether we were able to take recruitment as the press reported that over 800 trainee doctors were allegedly struggling to find positions once trainee had finished. This actual figure is nearer 258 trainee doctors struggling to find placements and Dr Peshen had said it was more difficult than in London to get people to move to the local area but that he was promoting our surgery and the new move would certainly help to attract people. It costs £250 thousand pounds to currently train a doctor so it is important to retain the skills and to plan.

c) Registration of Ukranian refugees

MD asked if the surgery would allow registration of any Ukranian refugees who might be staying with patients. If patients are already registered at the surgery, then any Ukranian visitors who are staying with them can also register at the surgery.

d) Online Telephone Booking for Telephone consultations

LS asked whether this could be added as an option. She had experienced recently not being able to get through for continued and requested telephone follow-up for an urgent health issue which had deeply added to the stress of the issues and where a face to face appointment was not necessary and a telephone appointment would therefore save the clinician's time.

JM responded that our appointment system has changed recently so that pre-bookable appointments are opened up 1 week and 2 weeks

ahead now. Also if a GP requests a follow-up appointment for test results or to discuss a letter, Reception now book this appointment on for the GP so that the patient does not have to contact us to book. The patient is then sent a text (or letter if no mobile number) advising of date of call booked and whether the call will be a.m. or p.m.

AP also said that it is hoped that some online booking appointments will be re-instated at some future point, however patients were mostly using the E-consult system which can be found on the home page of our website (www.northdownsurgery.org.uk). E-consult works by clinician's daily triaging the completed online details given by the patient, and emailing back any response/action taken or a time that a phone call can be expected (normally within 48 hours during normal working week) so that the problem can be discussed further, and after that discussion, the clinician can book an appointment to see patient face-to-face if medical need). This system also allows you to send attachment photographs, (as in the case of a rash) so that the clinician can see the rash and decide whether they need to see in person or to prescribe something for it. Patients seem to like this system if they want a telephone call, particularly for those patients who work and are not able to call in at 8am.

e) Private GP companies (Operos)

TN asked if the practice we would be adopting the US system of using companies like Operos (parent company AT&T). Dr Peshen said that the profit margins did not exist for these companies to operate outside of London and the surrounding area so it is extremely unlikely that this would happen locally and also questioned how you would look after people and get the best outcomes in this scenario. TN also expressed concerns that the need for shareholder profits might affect care.

f) Sponsored Bike Ride

The surgery are holding a sponsored 26 mile bike ride in aid of the local Pilgrims Hospices. If patients would like to sponsor surgery staff and families, Patients could either use the QR code and donate electronically (via Go Fund me) Full details can be found on the surgery website. The ride will be on 15th May 2022

g) Date of Next Meeting

Wednesday, 13th July 2022 at 6.30pm in the surgery waiting room.

Chairman's Report

20th April 2022

May I welcome everybody to the meeting tonight, and although very belated wish you all a very happy, healthy and prosperous New Year.

Due to Covid, which has curtailed many things over the past two years, both nationally and locally there is limited news I can relay to you.

At the end of last year Dr. Peshen met with me and we looked at a possible new venue for our surgery, the innovation centre at Westwood, and I must say I was quite impressed. However I do not know what the latest update on this is but I am sure if he is able to attend the meeting tonight he will update us all.

Unfortunately there has also been limited CCG meetings and I am unaware of the current situation on the progress of the Stroke Unit. However I hope to be able to attend future meetings and gain more information to relay to you at our next meeting.

Lastly but by no means least I do need some help!! Unfortunately Anita has resigned from the role of Hon. Secretary and we still have no Vice Chair to help me, and at present the P.P.G. committee is ME!! If anyone feels they can volunteer and assist it will be greatly appreciated. The posts are not difficult ones and if anyone would like to consider it, please see me and I can explain exactly what is involved, (which is not mind blowing and not too time consuming). We legally must have a Patient Participation Group and I must thank Toni Miles for all her help, as without her input I would be lost. Thank you Toni.

Jan Dell

Chair

Practice Manager's Report – April 2022

We continue to monitor and improve processes to ensure that our practice runs as smoothly as it can, given the clinician staffing levels we currently have.

STAFF

We have said goodbye to:

Ruby Watson, Reception Manager will be going on maternity leave early next month.

Dawn Rolfe – HCA.

Stephanie Reed – Advanced Nurse Practitioner

We have recruited and welcome:

Dr Ricks

Cassandra Hunter - Receptionist

Practice Nurse

Mollie Ramsden has just recently qualified as a Practice Nurse, Mollie was previously a HCA with us.

New Health Care Assistant

We are currently organising interviews to recruit a new HCA.

APPOINTMENTS

In the month of March we did

eConsult: 175

Telephone Consultations: 631

Face to Face Consultations: 2,429

Clinical letters received: 3,200

Lab reports received: 2,704

Prescription Items issued: 18,157

Patient messages: 245

Missed Appointments (DNA's)

In March, there were 143 missed appointments out of a possible 4104 booked appointments (3.5%).

OTHER NEWS

Fund Raising

26 mile Bike Ride for Pilgrims Hospice

Northdown Surgery have organised a 26 mile fundraising bike ride along the Viking coastal route on the 15th May 2022.

New Telephony System

We are in the final stages of installing a new and more robust cloud based telephony system which hopefully will be up and running within the next month.