

Northdown Surgery

Patient Participation Group

Meeting Minutes for 10th April 2019

ATTENDEES:

PPG Committee: Jan Dell (Chair, patient), George Treloar (Vice-Chair, patient), Jane Cooper-Neville (Assistant Secretary, patient)

Patients: MA, DJ, CK, PR, SA, DD, SA

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

Apologies: Neil Heslop, LS

Agenda item:	Discussion item:	Action Required:
Welcome and Introductions	The meeting was opened by Jan Dell who welcomed everybody to the meeting and asked them to introduce themselves.	
Apologies for absence	Neil Heslop, LS.	
Minutes of the last meeting and matters arising	The minutes of the last meeting were agreed as an accurate record, nominated by CK and seconded by PR. There were no matters arising.	
Chair's report	The tabled report by Jan was noted and read by members of the meeting. Jan highlighted the following in her report: <ul style="list-style-type: none"> • There are several scheduled meetings dealing with improving wheelchair services in Kent and Medway (see detail in attached Chairman's report) • An anti-loneliness campaign has been launched as part of the roll out of the NHS Long Term Plan • NHS England is inviting members of the public to give their views on proposed legislative changes to the NHS by completing a short on line survey. Feedback will be used to inform the decision-making process of the Parliamentary Health and Social Care Select Committee. Closing date for participation is 25th April 2019. 	

<p>Assistant Secretary's report</p>	<p>Jane gave an overview of the 3 meeting she had attended on behalf of the PPG since the last meeting (details contained within attached Assistant Secretary's report), with particular reference to discussions relating to Urgent Treatment Centres (UTCs).</p> <p>Urgent Treatment Centres (UTCs) NHS England (NHSE) has mandated that by December 2019 people will have access to UTS, which will be open for at least 12 hours per day. Public consultations carried out by NHSE showed that people find the current mix of urgent care support (e.g. 111, minor injury units, minor illness services, urgent care clinics, etc) confusing, the development of UTCs provides an opportunity to pool these services under one roof. It is anticipated that UTCs will help take the pressure off A&E services which should be used only in 'life threatening' situations.</p> <p>There will be a UTC by December 2019 on the site of QEQM in an unused building called The Sarre Day Unit.</p> <p>A public engagement event to consider the proposal for UTCs across East Kent was held at the end of February. The outcomes of this day will be used to inform proposals to be put to CCG Boards this April/May.</p> <p>There was a lively discussion about the potential of UTCs as an additional resource. Some concerns were expressed about the availability of GPs to staff the UTCs; especially when there is a general shortage of GPs in local practices, including Northdown Surgery.</p> <p>Extended hours Jane reported that at a meeting of the Thanet Health Reference Group on 3 April PPG representatives were asked to conduct a simple survey in relation to information currently provided at their surgery about extended hours (see attached Assistant Secretary's report for further details). It was noted that at Northdown surgery information about extended hours is available on the surgery website, is displayed on the TV in the waiting area, there was a poster in the waiting area (Wendy was not sure if it was still there), and Wendy was unsure if there are leaflets about extended hours in the waiting area.</p> <p>Wendy explained that Nothdown surgery is working in partnership with Bathesda and The Limes to provide weekday extended hours appointments up to 8pm from Monday – Friday. At the weekend appointments are available from 8am – 8pm at QEQM. To book one of these appointments please call Northdown reception.</p>	
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	<p>Campaign to end loneliness The work of Mocketts Wood PPG to address the issue of loneliness was noted. Wendy informed the meeting that Northdown surgery now has access to a Community Health Coordinator (see attached Practice Managers report for more details) whose remit will include support to patients identified as feeling lonely.</p> <p>It was acknowledged that there are several initiatives across Thanet to address this issue.</p> <p>The benefits of the Ageless Thanet membership/discount card were highlighted by several members. Anyone over 50 can apply through the Ageless Thanet website.</p>	
<p>Practice Manager's report</p>	<p>The tabled report by Wendy was noted out of which she highlighted the following:</p> <ul style="list-style-type: none"> • Recent staff changes (details contained within written report) • There are still technical problems with the Health Pod, but patients can continue to use the BP machine as previously • The Patient Information Kiosk will hopefully be live from the middle of April • As part of the NHS Long Term Plan GP practices are being asked to work collectively across Primary Care Networks (PCN's). It is anticipated that Northdown will work with The Limes and Bethesda, meetings are ongoing among GPs and Practice Managers to agree how this idea will work. Once up and running PCNs will be funded until 2024 and during this time the surgeries will be asking patients for ideas about services they would like to see commissioned. These ideas will be presented to the PCN commissioning group for discussion and potential approval • The CCG has been allocated funding for 3 Mental Health Nurses, one of whom will be working at Northdown; and for a Community Health Coordinator (working across Northdown, The Limes and Bethesda) who will ensure that patients are getting the most out of the services available locally. <p>The potential for patients to identify services that they would like to see provided at Northdown was noted and members look forward to hearing about how this opportunity will work in practice.</p> <p>Jan suggested that Ged Timson the Thanet Local Care Lead at the CCG be invited to speak to the PPG about</p>	<p>Practice Manager to</p>

	<p>a range of matters including, UTCs, extended hours and local care funding.</p>	<p>Invite Ged Timson to attend PPG meeting</p>
<p>Appointments system</p>	<p>The Practice Manager ran through her tabled paper which provided a snapshot of the way in which appointments are managed by surgery staff (see attached report for details).</p> <p>SA raised an issue in respect of a delay his wife had experienced in speaking to one of the GPs in the practice.</p> <p>Jan suggested that SA speak with the Practice Manager outside of this meeting.</p> <p>DD asked why some appointment slots are embargoed?</p> <p>The Practice Manager explained that these slots are held for allocation to patients that need them following a morning telephone consultation.</p> <p>DD asked why it is that there can be no appointments available on line but there are appointments available when one telephones the surgery? Why is it that people are unable to get a pre-bookable appointment at reception?</p> <p>Wendy explained that several pre-bookable appointments are available on line. The rest of the pre-bookable appointments are used for the GPs to review patients, or to see people that need to discuss their blood test results.</p> <p>MA raised the point that there will be some patients that do not use IT and will want a pre-bookable appointment.</p> <p>Toni pointed out that the on line appointments are primarily for use for people that are unable to call the surgery in the morning.</p> <p>CK raised the issue of people being booked into see a professional, other than a GP who may not be able to deal with the presenting issue.</p> <p>It was noted that the longstanding role of the GP as the gatekeeper to services can sometimes result in delays to access other health care professionals i.e. opticians.</p> <p>Jane acknowledged the difficulty in developing an appointments system that meets the needs of all patients. She suggested that the development of a</p>	

	<p>visual flow chart setting out all the available ways in which people can see a health care practitioner at the surgery might be a useful tool for patients and support the effective use of available resources.</p> <p>Jan suggested that members of the group get their ‘thinking caps on’ and come up with ideas as to how information about the appointment system can be simplified.</p>	<p>PPG members to bring suggestions for improving information about the appointments system</p>
Stroke services update	<p>Jane reported that she had read on line that a crowdfunding page had been set up to raise money for a judicial review of the proposed changes to stroke services.</p>	
AOB	<p>Patient survey Jan informed the meeting that the surgery would be conducting a patient survey and members of the PPG were invited to submitted 2 or 3 suggested questions for inclusion. Please send suggestions to the tccg.northdownadministration@nhs.net with the subject heading ‘Toni survey’</p> <p>AGM Jan highlighted that the next meeting of the PPG would be the AGM on 10th July. The position of Chair and Vice Chair are open for nominations and members are invited to stand. Jan and George have indicated that they are happy to continue in their role of Chair and Vice Chair respectively. If anyone is interested standing they can obtain a nomination form from the surgery or online.</p> <p>Services for people living with autism As a local autism ambassador MA wanted to raise a point about the lack of resources within the surgery waiting area for people with autism.</p> <p>Wendy said that the surgery has ‘themed’ notice boards and that she would be happy to use one of these to raise awareness of autism.</p> <p>DD also suggested that the new mental health nurse be asked to have this issue on her agenda.</p> <p>There being no other business, Jan called the meeting to close at 8pm</p>	<p>PPG members to send suggested questions for patient survey</p>

Next meeting	The next PPG meeting will be the Annual General Meeting (AGM) and will be held on Wednesday 10 th July 2019 at 6:30pm.	
Dates of future meetings	The subsequent scheduled meetings are on: Wednesday 9 th October 2019 Wednesday 8 th January 2019	