

Patient Participation Group

Oaklands Surgery, Stade Street, Hythe, Kent

Monday 23rd January 2023 at 4.45pm

Minutes

Welcome and Introduction	<p>Present in Person: Chair - Caroline Armstrong (CA), Angi Pendreich (AP), Barbara Moscrop (BM), Carol Honey (CHo), Claire Hewson (CHe), Laura Harrison (LH)</p> <p>Present online: Gill Bond (GB), Sarah Marshall (SM)</p> <p>Apologies: Paul Hope, Gail Locock (GL), Michael Lyons, Louise Thorgrimsson</p> <p>CA (chair) welcomed those present in person and online</p>
Minutes of 22.11.22 and Matters Arising	<p>Minutes agreed, no matters arising.</p>
OaklandsPPG Handbook	<p>A draft Oaklands PPG Handbook, prepared by GL, had been circulated prior to the meeting. PPG members thanked GL for her work. CHe said the partners have OK'd it and after a few minor typographical issues have been adjusted CA will forward the final version to CHe for sign off by the practice. CHe suggested a copy could be laminated for display in the waiting room. A copy will also be added to the PPG page on the Oaklands surgery website.</p>
Surgery Update	<p>CHe mentioned there had been a period when 7 staff members were off with flu which stretched surgery resources.</p> <p>The surgery system was currently unavailable to extract specific figures regarding Covid & flu but the following was reported:-</p> <p>Covid: Oaklands is currently not being used for administration of Covid vaccines, partly due to low numbers and the need to avoid vaccine wastage. Patients can access the vaccine at other sites in the area including a Bus in Bouverie Place, Folkestone – appointments have to be made via 119.</p> <p>The national decision to change the booking system did initially cause complaints from patients who wanted direct booking. If necessary Oaklands can be reactivated for the next phase of Covid vaccination in March. CHe anticipates Covid revaccination will be offered every 6 months.</p> <p>Flu: The practice campaign seems to have gone as well as last year (65-70%). Some patients will have had vaccines at other venues such as pharmacies. SM said her employers had</p>

	<p>arranged mass vaccination in the workplace. Oaklands had done a lot of advertising such as banners. Discussion about how to improve communication via social media and online - <i>see AOB</i>.</p> <p>CHe agreed PPG information pages on the reception area TV and website are out of date. CHo suggested including animations on the surgery TV- <i>see AOB</i>.</p> <p>Increasing PPG membership: CHe suggested a PPG mailbox for patients to mail directly – <i>Agreed- see AOB</i></p> <p>CA asked for up-to-date minutes to be added to the PPG page on the website and training will be given – <i>Agreed</i>.</p> <p>LH suggested a PPG application form could be added to the information pack for new patients – <i>Agreed</i>.</p> <p>The need to inform and explain services available at the practice and from the hub was discussed again. One suggestion was to hold drop-in sessions at the surgery or a local more 'neutral' venue. PPG members were keen to facilitate this. Also the possibility of inviting external agencies e.g. Parkinson's Society, Carers Support to these drop in sessions. <i>Agreed that practice and PPG will develop this idea together- see AOB</i>.</p>
Support groups	<p>CA asked if there were specific disease areas that needed more information to be made available. <i>Agreed</i> that BM and CA would continue to investigate and research. LH mentioned that patients may wish to have this support at different times on their journey as each case was individual. CHe agreed that the use of additional information for Patient support was welcome and suggested the communication should be worked on- <i>see AOB</i></p>
PCN PPG update	<p>CA attended the meeting on 8th Dec – four of the seven PCN practices sent one patient representative each. The Hub went live on 9/11/22 and has, up to the meeting date, provided some 750+ appointments both face to face and by telephone. The PCN are seeking help with communicating what they do and how they are supporting each practice. It was pointed out how important it was to let patients know how much the PCN are improving services- <i>see AOB</i></p> <p>A question was raised regarding the complexity of the e-Consult but Dr Bala explained this amount of information is necessary to gain a complete picture for the benefit of the patient.</p> <p>NHS England is keen to meet with our PCN and explore how the extra capacity provided by PCN has positively impacted patient care. There are now 5 nurse practitioners attached to the PCN Hub. 5 practices are using e-Consults and all are triaged at the</p>

	Hub - most minor ailments are dealt with by the Hub. Chronic illnesses go to the patient's practice – Oaklands are getting 30% back. Discussion about patients being concerned that they're not being contacted by their own practice, patients might not answer a 'withheld number'. CHe had previously asked the phone company to turn this message off. If patients phone the surgery back it can be difficult and time consuming to locate which practitioner made the initial call. Synchronising the differing systems in 7 practices is proving a challenge.
Training on Patient Access and NHS apps	CHo suggested that the PPG could support the surgery with guiding patients to register & use the apps available. Discussion regarding how this could be accomplished.
AOB	It was agreed that CHe and CA would meet before the next meeting to move ahead with the many communication issues the surgery currently faces i.e. Covid & Flu campaigns, promoting services offered including PCN hub services, updating the website, updating the TV in the waiting room etc. This meeting was subsequently agreed for 14 th Feb between CHe & CA.
Date of next meeting	A joint meeting of both the PPG and practice on Mon 20 th February 2023 at 4.45pm. In person and via Teams.