

Patient Participation Group

Oaklands Surgery, Stade Street, Hythe, Kent

Monday 20th February 2023 at 4.45pm

Minutes

Welcome and Introduction	<p>Present: Chair - Caroline Armstrong (CA), AngiPendreich (AP), Barbara Moscrop (BM), Carol Honey (CHo), Paul Hope (PH), Gill Bond (GB), Penny Snow (PS- Oaklands)</p> <p>Apologies: Sarah Marshall, Gail Locock, Michael Lyons, Louise Thorgrimsson, Claire Hewson (Oaklands)</p>
Minutes of 25.1.23 and Matters Arising	<p>Minutes agreed. CA had signed off the Handbook this evening with Claire Hewson (CHe - Practice Manager). A copy to be laminated and displayed in the waiting area.</p>
Communication	<ul style="list-style-type: none">• CA and CHe met last week to discuss how the PPG could support the practice in its efforts to improve communication with patients about the services available. The initial suggestion is to produce an information page for the Hythe Life magazine which could then be used for leaflets to distribute at key locations in Hythe. <i>Agreed</i> to focus on magazine article/s Information to be focussed on Oaklands rather than the PCN as the latter has been granted funding specifically for communications.• PS gave an update on complaints received and the steps made to resolve issues that are within the remit of the practice. Waiting times for secondary care appointments and results are often a significant factor in a complaint. Also, a lack of patient understanding of various processes and lead times outside the control of the practice lead to complaints. Patients also complain that they can't see a GP even though the triage system is working well and patients are seen accordingly. Over the winter, staff sickness led to longer delays in processing results from secondary care. BM suggested a flow diagram on the website showing the referral process and indicating timescales.• Page for the magazine/leaflets: pictorial and colour rather than lots of text. Not too much information on a page. May need to have separate page/leaflet on different topics e.g. eConsult, phones, Patient Access,

	<p>Specialist services, prescriptions, referrals. These information pages/leaflets could also be uploaded to the website and Facebook. CA mentioned the magazine is delivered to every household and people don't need technology.</p> <ul style="list-style-type: none"> • Could also give information about number of GP appointments, missed appointments, prescription numbers, practice size (currently 12,401) • <i>Agreed</i> – to partner with Age UK, pharmacies, 101 (perhaps a window display) • GB offered her expertise and will meet with PS to develop the project–<i>Agreed</i>. Topics will be a combination of issues that irritate patients and the priorities of the practice which lead to most complaints. • Updating waiting area TV is not easy – it needs specialist knowledge which CHe is reviewing. GB mentioned the pages move on too quickly to read the information displayed and the font is too small. CHo thought the TV would be a good place to explain the role of the reception staff and the need to be respectful not abusive. • Website update is still under review: CA still has no access to the PPG pages.
Support group signposting	<p>BM enquired whether Laura had managed to take the ideas/information from the January PPG further at surgery level. <i>Agreed</i>- PS will check. Further discussion regarding signposting information for patients and carers on specific disease areas. <i>Agreed</i> - CA to continue investigating arthritis and BM will look at Mental Health in a broad context. This information could also become part of the ongoing communication to patients but CHo pointed out that any information must be reviewed regularly to keep it up to date.</p>
Date of next meeting	<p>Mon 20th March 2023 at 4.45pm. In person and via Teams.</p>