

**Patient Participation Group**  
**Oaklands Surgery, Stade Street, Hythe, Kent**  
**Monday 17<sup>th</sup> July 2023 at 4.45 pm**

**Minutes**

*(Actions in bold italics)*

Attendees	Present: [Chair] Caroline Armstrong CA Barbara Moscrop BM Carol Honey CH Penny Snow PS [Oaklands Deputy PM]
Apologies	Louise Thorgrimsson LT Paul Hope PH Gill Bond GB Sarah Marshall SM Claire Field CF Michael Lyons ML Claire Hewson CHe [Oaklands Practice Manager]
Welcome	No additional attendees to welcome.
Minutes and matters arising	CA noted the following outstanding actions from the previous meeting on the 15 <sup>th</sup> May.  <b><i>PS to ensure a copy of the new laminated patient's handbook is displayed in a suitable spot in the surgery for easy access and visibility.</i></b>  <b><i>PS noted allowing CA access to the surgery website is still work in progress. Action to be carried forward.</i></b>
Surgery Update and introduction to new staff members	CH was unable to attend due to staff sickness.  PS noted the Covid Spring Campaign had now been completed. Take-up had been disappointing; numbers had been lower than expected with a variety of reactions registered by patients to the booster provided by the new drug provider. Any such reactions have to be noted in the yellow book which is forwarded to the respective drug company for review. There had also been some aggressive action by some patients who had received incorrect information regarding qualification for the vaccine from NHS England. This has been referred back by the Surgery. <b><i>PS to obtain and circulate actual take-up numbers to the PPG.</i></b>

	<p>The next big campaign will be for the flu vaccination. Clinics have been set up on 30<sup>th</sup> September for the over 65s and 2<sup>nd</sup>/3<sup>rd</sup> October for the under 65s. There will be another Covid booster campaign in the Autumn.</p> <p>PS reported the following staff additions:</p> <p>The surgery has recently welcomed a new GP, Dr Nisha Rai who will be working three days a week. This brings the total number of GPs to five, Dr Rai, Dr Balachandran (2 days), Dr Chandrakumar (3 mornings), Dr Harvey (3 days), Dr Bajic (3 days), with the addition of locum Dr. Swann,</p> <p>PS noted a new GP contract has just been released whereby the surgery has to offer patients an appointment within two weeks. The logistics around achieving this are currently being worked on and assessed in alignment with demand. Changes to specific appointment times i.e., blood tests, general health checks etc. are being reduced where possible to generate additional time for more appointment slots. The PCN have approved the recruitment of specific field specialists to alleviate GP workload. These include a dietary technician, muscular skeletal technician, and pharmacy technician. The PCN also monitor EConsult and extract and signpost relevant patient enquiries to these technicians. The surgery also has a Mental Health Nurse returning to work following maternity leave and a second Social Prescriber is being onboarded.</p> <p>CA noted as more information is being made available to patients it will be important to also point out the referral process to gain access to these services.</p> <p>PS noted the surgery has also recruited a GP Assistant. Due to the size of the surgery the PCN is funding the recruitment of 1.5 GP assistants. The GP assistants will take on as much as is possible of the general administration work carried out by the GP's allowing them more time to see patients and to complete clinical reviews that need specific medical sign off. It is hoped the GP Assistants will eventually be able to assist with the completion of routine patient health checks such as Weight, Height, Blood Pressure, RIP administration and complaints.</p>
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	<p>PS also advised that the Surgery is due to have a robot placed in reception which will be able to take Height, weight &amp; blood pressure. More details will follow!</p>
Communication	<p>PS presented the final versions of the patient prescription request information created by GB. This will initially be included in the New Patient packs. CA noted the PGP's approval and thanked GB for all her hard work in designing and producing.</p> <p>PS noted the Hythe Life Magazine had failed to reply to her calls and emails reference utilizing an advertising spot. CA suggested asking Dr Bala if he could provide a contact name as he had had previous conversations with the producers of the Magazine.</p> <p>The PGP suggested various other communication opportunities to advertise and display the surgery information leaflets including local pharmacies, Age UK, 101, Libraries and the Sandgate and Hythe booklet.</p> <p>Work will continue on further leaflets.</p> <p>CA also pointed out a very good info page on the Oaklands website regarding Hospital appointments  <a href="https://www.oaklandshealthcentre.com/news/hospital-appointments-and-treatments">https://www.oaklandshealthcentre.com/news/hospital-appointments-and-treatments</a></p>
Condition of the downstairs ladies toilet	<p>GB had raised the condition of the ladies toilet as the wood work/paint work is in a terrible condition. PS noted this and will feed back to get it repaired.</p>
AOB	<p>CA to attend the PCN PPG meeting on 20<sup>th</sup> July and will advise members of any relevant information from this meeting.</p>
Date of the next meeting	<p>The next meeting will be held on the 18<sup>th</sup> September at 16:45 in person and via Teams.</p>