

Patient Participation group

Oaklands Surgery, Stade Street, Hythe, Kent via Teams

Monday 17th October at 5.00 pm

Minutes

Welcome and Introduction	<p>Present via Teams:</p> <p>PPG: Caroline Armstrong (CA), Gill Bond (GB), Gail Locock (GL), Michael Lyons (ML), Barbara Moscrop (BM), Sarah Saxby (SS)</p> <p>Surgery: Laura Harrison (LH), Penny Snow (PS)</p> <p>Apologies: Claire Hewson, Paul Hope, Angi Pendreich, Richard Cummings</p> <p>PS introduced Laura Harrison, the new Carer's Champion at the surgery</p>	
Follow up on Minutes from previous meeting	<p>The PCN that was accommodated at Oaklands has now been relocated to Osbourne House. The next meeting will be held via Teams on 24 November. CA & BM will attend.</p>	
Surgery update	<p>PS listed the separate Covid clinics for the different groups, and reported good progress, with between 1000 and 1200 people being vaccinated each week.</p> <p>Likewise, the seasonal flu jabs are going well, with 3632 patients vaccinated by 17 October.</p> <p>For Covid, the only way to book is via the national Booking Service, and Oaklands is now fully booked until mid-November when more vaccine arrives. The clinics are available to people outside of the PCN, so are busy. The autumn booster is the Pfizer jab.</p> <p>The surgery now has a new partner, Dr Emma Harvey, and is recruiting another GP. Three locums are used, and there are two more who are used for remote calling of patients with results from scans etc. The aim is that they will be able to prescribe. A medical secretary, Laura Willis, has left and the surgery is currently recruiting another.</p> <p>Two new Care Navigators have been recruited and the navigation procedure is now very streamlined. For example on 17 Oct, by 1.00 pm 2,429 calls had been taken, with an average wait time of 2 min 17 secs. The aim is to have a team of 9 Care Navigators. A clinical coder is also being recruited.</p> <p>The PCN hub will be used to create additional capacity, and Oaklands staff will be trained about its function.</p> <p>Unfortunately, the PCN Hub launch date of 1st October has been missed – an update will be given after CA & BM have attended the next meeting on 24th November.</p> <p>All the PPG members were very pleased to welcome the appointment of Laura Harrison as the new Carers'</p>	

	<p>Champion. Laura asked if the PPG had any suggestions about her operation, which is currently aimed only at carers. Barbara asked what could be done for those who are not carers but have had a diagnosis of chronic conditions such as Parkinson's for which there was no 'route map'. She and Laura agreed to work together on this to provide signposting to further help and advice.</p> <p>The PCN is also looking to recruit a cancer care co-ordinator and already has social care prescriber, plus a pediatricspecialist.</p> <p>Re access to the website by the PPG in order to add the minutes – this has been agreed by the partners. CA to be trained & PS will advise when the surgery is ready.</p> <p>Penny said that there were over 12,000 patients on the surgery's list and more were being added. The use of Nurse Practitioners made this increased workload possible, but there are still some patients who complain that they can't see a Doctor. Gill suggested that a poster could be put up in the waiting area to explain why this wasn't possible sometimes, and Penny suggested that it could be added to the TV screen information.</p> <p>Gill suggested that there should be a sign on the front gate when vaccination clinics were being held to advise patients to go round to the rear. This is especially important for those who are out of area.</p> <p>Gill also asked about mask wearing within the surgery. Penny pointed out that it was not yet mandatory and didn't want to cause confrontation. Gill felt that patients could be 'nudged', especially as Penny had reported 1 in 27 people currently have Covid.</p>	<p>Laura and Barbara to follow up</p> <p>Penny to look into providing information in the waiting area</p> <p>Penny to action</p> <p>Penny to send suggested posters to the group</p>
The surgery's response to the amendments to the PPG Ground Rules	<p>Penny apologised for the surgery having amended the Ground rules without consultation, but made it clear that they did not intend to just impose new rules without discussion.</p> <p>Caroline suggested that the PPG should discuss the changes to the Ground Rules and Terms of Reference at the next meeting on 21 November without the surgery and then present an agreed text for these plus 'Purpose of the PPG'. Once agreed with the surgery, Gail will produce a handbook for issue, especially to new members of the PPG. Penny said that one new member is interested in joining the PPG.</p>	<p>1)Gail to send out her amendments and asked for response by 14 November.</p> <p>2)Caroline to send out amended Ground Rules including surgery suggestions</p>
Support Groups	<p>BM advised us that she had done some research regarding support Groups for Parkinson's and other health conditions. She has had very positive feedback from organizations and will give us feedback at our next meeting.</p>	
Next meeting	<p>The next meeting was agreed to be held on Monday 21st November at 5pm in the Surgery</p>	

