**Patient Participation Group**

**Oaklands Surgery, Stade Street,Hythe,Kent**

**Monday 9th October 2023 at 4.45 pm**

**Minutes**

***(Actions in bold italics)***

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| Attendees | Present:  [Chair] Caroline Armstrong CA  Barbara Moscrop BM  Claire Field CF  Gill Bond GB  Carol Honey CH  Penny Snow PS [Oaklands PA] |
| Apologies | Louise Thorgrimson LT  Micheal Lyons ML  Paul Hope PH  Sarah Marshall SM  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 in July.  The toilet in reception still needed attention.  PS noted the surgery had experienced continual plumbing issues which hopefully will be resolved by plumbers this week***.***  ***PS to provide an update at the next meeting.*** |
| Surgery Update and introduction to new staff members | PS gave the following staffing update:  A new GP, Dr Lata Limbu had started on the 25th September on a full-time basis replacing Dr Rai. Full time is the equivalent of six working sessions for a GP. Dr Melassi was also a newcomer who is a welcome addition on a temporary basis as part of the GP rotation.  Two new health navigators have been taken on to replace the two leaving. One care navigator has moved to one of the new GP assistant roles. A second part-time GP assistant is due to commence fulfilling the 1.5 GP surgery assistant allocation. The mental health PCN practitioner has also returned from maternity leave. Dr Harvey is still carrying out the role of GP trainer.  PS commented on the FFT report and presented patient feedback following the latest survey. A text is sent to a patient asking them for feedback on their recent experience at the surgery and their GP consultation. The results are circulated to the surgery staff and constructive feedback is taken on board. The survey is anonymous so only generic actions can be taken on comments made e.g., curt response by a receptionist.  Generally, feedback is positive.  PS reported on the current Covid campaign. This commenced mid-September resulting in 800/1000 patients being seen over a five-hour period. 6024 injections have been given in clinics in addition to those given to the housebound and in care homes. The request for volunteers to assist had been good resulting in a list of back up volunteers caputured if required.  PS reported on the current Flu Text Campaign. Texts had been sent to the over 65s inviting them to attend clinic. 2524 injections had been completed and a catch-up clinic had already been arranged. Take-up for this inoculation was around the same as last year.  PS pointed out there was now a robot located in the reception area which can measure height, weight, and blood pressure. Current arrangements were being made to attach this permanently to the wall as it was currently freestanding. |
| Blood Tests | ***CA commented on the considerable delay in reviewing blood tests and general test results so they can be uploaded on the Patient Access/NHS apps. This resulted in additional reception pressure and phone calls.***  ***PS agreed to investigate with a view to improving.***  PS noted that the new GP assistants will be able to help with the processing of test results and the Blink system will also be able to assist by extracting the normal blood tests to file away. |
| Communication | GB circulated a list of the current patient information leaflets currently being worked on or completed. ***The repeat prescriptions leaflet was now ready to go live and was currently sitting with the partners for final sign off.***  ***PS noted this will be included in the new patient pack and CA suggested including on the Oaklands Website. PS agreed to action.*** |
| Oaklands Website | CA gave an update on the recent changes made on the Oaklands Website around the PPG section.All updates have now been completed. This included updating the opening times, the PPG handbook, and minutes. The next meeting banner had also been removed as this was irrelevant information for patients.  ***CA requested that reference to the PPG meeting every third Thursday in the month for coffee be deleted as this was incorrect. PS agreed to action***. |
| PCN website | CA noted the PCN website was due to go live imminently. This should have happened last Friday, but a last-minute technical hitch caused the delay. This will cover the Folkestone and Hythe Rural PCN and will present all the services available out of the PCN for the surgeries that fall within this area.***CA noted she would let the Group know when the PCN website had actually gone live and would circulate a link for viewing.*** |
| Surgery Noticeboards | GB commented on the surgery noticeboard and elements of misalignment. The noticeboard appeared to be randomly spaced in no particular order making it visually difficult to negotiate i.e.,information for specific people groups were mixed up, there were several notices on the same subject, and some were duplicated. The information should be displayed in an orderly manner. GB and BM suggested possibly grouping under specific headings, i.e., clinical or administration etc.  ***PS agreed to review the layout with the member of staff responsible for the noticeboard***. |
| AOB | CA commented on the surgery’s EConsult service and how good this was in allowing patients to complete a request out of surgery hours. Unfortunately, this was not offered by all surgeries as it is in their individual power to dictate their own operating guidelines.  PS commented this system also created an important audit trail of response.  **NB** for continuity of the monthly minutes the 18th September meeting was postponed due to surgery representatives being unavailable to attend on this occasion. |
| Date of the next meeting | The next meeting will be held on the Friday 10th November at 1300 in person and via Teams |