

Patient Participation Group

Oaklands Surgery, Stade Street, Hythe, Kent

Monday 28 June 2021 at 1pm

Minutes

Welcome, Introduction and confidentiality	<p>Virtual online meeting; following were present:</p> <p>Oaklands: Stephen Weller; Linzy Clarke (for first part of meeting); PPG: Louise Thorgrimsson, Angi Pendreich, Gill Bond, Ann Harding, Barbara Moscrop, Jacquie Thorne</p> <p>Apologies: Caroline Armstrong, Mike Lyons</p>
New social prescribing link worker	<p>New social prescribing link worker Linzy Clarke introduced herself to the PPG and outlined her role, where she will aim to deliver personalised care for the patients referred to her. She will be able to signpost and navigate for adults (over 18s), who are not always able to navigate services for themselves, to a variety of non-medical areas, such as housing, debt, and basic mental health support. Plan is to link with other non-medical services and also aim to identify any gaps where no support is available.</p> <p>Linzy has been working within the Multi-Disciplinary Team for Frailty, but has moved to this new role, working across the PCN, with the aim of improving the general health and well being of adult patients (the wider determinants of health) and of delivering a more holistic approach to primary care. The hope is that this post may reduce the need for GP appointments by dealing with issues related to social need. Patients can be referred to the social prescribing service by GPs, nurses, community nursing teams, mental health services, and others such as families, carers and self-referral.</p>
SURGERY UPDATE	<p>STEPHEN WELLER:</p> <p>The surgery is to have a CQC inspection on 6th July and 7th July. The practice would like to be deemed “outstanding” in at least 3 domains. The inspectorate would like to talk to the PPG, and has been put in touch with Louise, who would like other PPG members to join the conversation.</p> <p>Staffing: The Primary Care Network (PCN) which Oaklands is part of, has been given funding to recruit non-nursing staff to add value to practices and relieve the pressure on existing</p>

	<p>clinical staff. The PCN is looking at diverse roles, which can address the needs of local patients, such as paramedics, pharmacists, pharmacy technicians, OTs, physios, podiatrists, social prescribers and administrators. There is currently a discussion about which specialities will work best for primary care and address patient need.</p> <p>The Oaklands paramedic, for instance, has had a positive impact on the care of care home patients in the area. After each visit he can debrief with a GP. The surgery could also potentially use a pharmacist and a pharmacy technician to support the advanced clinical practitioner team.</p> <p>Stephen said that a list of staffing across the PCN would be put together and made available.</p>
NHS Patient Data Sharing	Louise has been asked to provide information on this by patients who are wondering whether to opt out or not of the proposed sharing of NHS data. Stephen is finalising some general information that can be provided, since patients locally have been wanting to know more in order to arrive at an informed personal decision.
Covid vaccination passports – scams	Jacquie alerted members to a scam email going around with a very convincing NHS logo inviting people to sign up for a Covid vaccination passport, which required them to put in their details and pay a fee.
Pharmacy wording	<p>Gill asked if pharmacies could suggest to people they see that they get in touch with the surgery / practice staff, rather than being told “you need to see your GP”, since this instruction can lead patients to assume they literally need to see the doctor, rather than being directed by the care navigator to a nurse or other non-clinical staff.</p> <p>Stephen said he would look into this.</p>
Timing of phone appointments	Gill asked that messages sent advising of phone appointments state morning or afternoon, rather than “a doctor will contact you on a particular day”. Stephen said this should already be the case and he would check this.
AOB	Gill will contact Stephen separately about a particular difficulty that a patient had raised with her.

	PPG minutes don't appear to be being uploaded to the website; practice to look into this.
Date of next meeting	The date of next meeting is set for Monday, 2 nd August at 1pm. Will be advised nearer the time if face to face or Zoom; efforts will be made to provide both if required.