**Minutes of Oakland’s Surgery PPG. 14th May 2018**

**1: Attendance:** Ms Pam Ludlow, Ms Gill Bond, Ms Sheila Willis, Ms Carole Hawkins, Ms Amber Wilson (Practice Manager), Ms Tracie Hobby (Assistant Manager) Dr A Balachandran, Dr M Chandrakumar

**2: Apologies Louise** Thorgrimsson, Ann (apologies do not know family name)

**3: CQC Report:**  CQC has still not published the report. Should be on line within the next 2 weeks.

**4: Surgery Update:**  Oakland’s Health Centre is still the practice surgery for patients. The surgery has 5 GPs & 3 Nurse Practitioners.

Channel Health Alliance is one of 4 “HUB” sites for the South Kent Coast Area. It has the same address as Oakland’s Health Centre. The Hub has been operational since the end of April 2018. Its main use is for minor illnesses. Receptionist at Oakland’s Health Centre can route patients to the Hub. The Hub has a home visiting service currently provided by Invicta Health with a view for this service to be combined into Channel Health Alliance. Physiotherapy services are available at the Hub & eventually Mental Health Services will also be provided by the Hub. The Hub currently operates Monday to Friday from 8.00am to 4.00pm. Urgent minor illness patients if they ring on a Friday can be referred via the receptionists at Oakland’s Surgery to the Royal Victoria Centre, Folkestone on Saturdays.

Practice staff asked for help with promoting E-Consult. Currently this service is not available for children or carers. Work is being undertaken to facilitate the E-Consult for children.

Suggestions: made: A note when a prescription is issued.

Receptionists to ask patients if they’ve tried E-Consult before making a telephone request for an appointment

**5: Appointments:**

Due to the current system of patients phoning each day for an appointment, the current system does not have the flexibility of allowing patients to book an appointment with a specific GP, when that GP has specifically asked the patient to make an appointment with them after test results or X Ray results as a result of a pre- booked telephone conversation with the relevant GP.

Both GPs present said this was a flaw of the current appointments system and that this is an aspect of the appointments procedure which needs to be improved.

**6: Prescriptions:** On line prescriptions are not available for children.

Paper request for prescriptions to be investigated as to why some of them go missing. There is no telephone contact with a patient if items on a prescription cannot be supplied or if a prescription has been cancelled for any other reason.

**7: Any other Business:**

Ms Gill Bond stated that she is very good with posters if help was needed by the practice staff. Ms A Wilson (Practice Manager) said this would be very helpful and that she would liaise with Ms Bond.

Tracie Hobby (Assistant Manager) informed the meeting that there were going to be new providers of the Oakland’s web site and requested if it was possible for 2 members of the PPG to test the various options on the site. Ms Sheila Willis & Ms Carole Hawkins both offered to be the “guinea pigs”.

**8: Date of next Meeting: Monday 25th June 2018**