

Patient Participation Group

Oaklands Surgery, Stade Street, Hythe, Kent

Monday 4 February 2019 at 12 noon

Minutes of Meeting

Welcome, Introduction and confidentiality	<p>Attending: Louise Thorgrimsson, Jacquie Thorne, Ann Harding, Caroline Armstrong, Gill Bond, Judy Parkin</p> <p>Apologies: Barbara Moscrop, Mike Lyons, Carole Hawkins</p>
Oaklands Car Parking	<p>Michael Lyons:</p> <p>The Councillors who have to attend Numerous meetings during the day, are now finding that due to Patients taking up the spaces, which incidentally are supposed to be for Hythe Town Council and the Library use, are becoming extremely frustrated with having to park in Stade Street, Park Road, Tower Gardens and Napier Gardens.</p> <p>The CCTV has recorded two thirds of Vehicle users going to the Surgery.(the information has been collated by Ashford Borough Council) .This was between beginning of September and the end of November 2018.</p> <p>The intention of Hythe Town Council, who speak on behalf of the "Davis Trustees "is to reclaim the Car Park, for the use of Councillors, the Library users and Visitors to the Museum.</p> <p>The Council have been more than accommodating since Oaklands Health Centre has been opened, in fact 80% of the Councillors and Staff are Patients of the Health Centre, so understand the problems, but due to what I have previously written, the Council has now having to make a stand. Needless to state, the Council and the Surgery are going to have to come up with a solution to be as helpful as possible to the Patients who use the facilities, but I will update you all when a decision has been made.</p> <p>The practice and PPG members suggested that signs could be put up to get this message across.</p>
Shepway PPG report and information about local	<p>The local consultation meeting was attended by Gill, Caroline and Ann. There was discussion about where to locate Kent's A</p>

NHS public consultations	<p>and E services, and whether it should set up in a new site in Canterbury to replace that of Ashford.</p> <p>It was pointed out that this would cause great difficulties for patients from the Marsh.</p>
Surgery Update	<p>Dr Balachandran:</p> <p>The feedback seems to be getting better regarding the appointments system. The practice now has an on the day team with a nurse triaging calls, backed up by a GP. The reception puts patient callers on to a list and this is then triaged by a nurse who calls the patients back.</p> <p>Routine appointments can be booked up to two weeks in advance.</p> <p>Doctors can also now book follow up appointments themselves after they see a patient.</p> <p>E-Consult is now available for the parents/carers of children between 1-16 years, and 16yrs+ have the option to do e-Consult themselves.</p> <p>Targeted SMS messages are planned to promote e-Consult.</p> <p>The Hythe Hub: runs during the whole week, but weekend appointments are underused. The Hub is staffed by a nurse, a physio and a GP.</p> <p>The Folkestone Hub also runs on Saturdays and Sundays.</p> <p>Patients should have already rung the 111 service to be booked in here.</p> <p>The practice would like the PPG to design some patient leaflet information based on promoting use of the Hub.</p>
Appointments System	<p>Sheila asked for discussion on the length of time that it takes the surgery to update patient records with hospital letters and reports.</p> <p>The surgery said they were aware of this problem and were taking steps to address it.</p>
Prescriptions	<p>Online repeat prescriptions need promoting. PPG asked to help with leaflets.</p> <p>Brexit: Dr Bala said that the local surgeries were getting together later this month to discuss how they work together to keep patients safe in the event of a no-deal Brexit, in case it affects availability of medicines.</p>
Online E-Consult	<p>Promotion of e-Consult: Gill has designed a leaflet and other PPG members and Amber have pointed out a few amendments to the wording. The leaflet is nearly ready to be placed in the</p>

	surgery for patients' use.
Communication with Patients	<p>Training of PPG members to promote online services for patients. It was agreed that the surgery would consider releasing Catherine to train PPG members – date to be provided by Amber – so that members are then confident to promote these services personally amongst the patients.</p> <p>Age UK liaison + library? This would be considered once the PPG members were trained up.</p>
Patient Voices and Representation	<p>To discuss: the NHS 2018 Patient survey results for Oakland vis-a-vis the other local surgeries. NHS Patient Choices. It was noted that people usually placed comments on there in the event of problems, rather than good service. PPG information would hope these improve in the future.</p> <p>Recruiting new PPG members: Amber informed the meeting that three new members have joined the PPG – Judith (Judy) Parkin, Stephen Thompson and Christopher Deane. Judy was in attendance at this meeting.</p>
Any other business	<p>What hospital information can GPs access? Discussion on GPs being able to access hospital data on their patients. The NHS app will be an option for patients to use. NHS England is to support Oaklands Surgery to promote the use of technology for their patients.</p> <p>It was decided that the PPG would meet every month for the foreseeable future. The full meetings with GPs and the practice will take place every two months, but in the month in between there will be a working meeting of the PPG to follow through the actions decided from the previous PPG meeting</p>
Date of next meeting (& any other dates for the diary)	<p>PPG working meeting: Monday 4th March 12.00pm-2.00pm; Practice Manager Amber Wilson plans to attend. Subject of meeting to discuss leaflets to promote online services.</p> <p>Date of full PPG meeting with GPs and practice manager: Monday 1st April at 1.00pm.</p>
Actions to be taken arising from today's meeting	The surgery will provide a date for Catherine to train PPG members in online services.

	<p>The PPG will meet every month, once for an informal working meeting to discuss their latest strategy to inform patients of news and services, and the following month for a formal meeting with the practice GPs to discuss patients' needs and to be updated on the latest news from the surgery. This will be on a rotating basis.</p>
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