

Patient Participation Group

Oaklands Surgery, Stade Street, Hythe, Kent

Monday 29 April 2019 at 1 pm

Minutes

	Topic	Details
Attendees:	Caroline Armstrong, Gill Bond, Barbara Moscrop, Angi Pendreich, Louise Thorgrimsson (Chair), Jacquie Thorne, For the surgery: Amber Wilson.	
Apologies	Ann Harding, Michael Lyons	
Surgery Update	Amber Wilson	<p>The CQC inspection was held on 9 April. Amber said that the outcome was not yet known. The surgery had failed the previous inspection and needed to improve its clinical governance and recording. Amber explained that the inspection is based on 5 lines of enquiry over 6 patient groups. It looks at safeguarding, MHRA documents, prescribing, the appointments system, staff training and services for the 6 patient groups.</p> <p>The new info screen in the surgery was up and running and the PPG was invited to have a look and make comments. (After the meeting some of the group took a look and it was agreed that it was pretty clear and informative, but some background colours did not show up the writing as well as it could do. Gillian felt that some of the writing was too small and that there was too much on a screen to be absorbed in the short time that each screen was displayed.)</p> <p>Amber said she would check whether the information leaflets could be shown on the screen and where in the waiting room the leaflets could be safely displayed.</p> <p>The Open Day is planned for June. Once the date is fixed there will be an extra meeting of the PPG to help plan it as the next full PPG meeting on June 3 may be too late.</p>
	GPs and staffing at the practice	Louise (chair) asked why the PPG had not been informed at the last meeting about one of the partners, Dr Latif, leaving the practice permanently one week later, particularly when staffing issues had been discussed. She said it had been disappointing to hear this news from other patients

		on social media rather than from the practice.
	Shortage of GPs	With the departure of Dr Latif, Amber explained that locums and Nurse Practitioners were being used to cover the shortfall. Adverts had been placed for a new GP/partner. The locum services had also been rearranged to provide a more even coverage for the week, providing at least 2 GPs at all times
	Support for carers	<p>Louise raised the issue of support for carers. It was agreed that there was not enough information provided about the support that carers were entitled to.</p> <p>It was agreed that Anji would visit the next meeting of the Dover/Deal carers group and learn what was available, and that this info would be disseminated.</p> <p>There are also meetings for carers on the 1st Thursday of each month at 6.30pm at the United Reform Church in Hythe.</p> <p>The issue of the surgery being aware of who was a carer was raised, and it was suggested that a 'Carer's champion' should be created at the surgery.</p>
	New patient packs and information capture.	A request was made for new patients to be assessed when they moved from another surgery. This should take the form of an appointment, although it was pointed out that the paper notes take a while to arrive. It was suggested that diabetic patients were written to and invited to make an appointment. Reminders re further appointments could be by mail or text, depending on the patient's wishes.
	Appointments System	There had again been a situation (after Easter) when patients were being told there were no bookable appointments for at least two weeks. GPs can book patients in themselves beyond this time, but reception can only book two weeks ahead. Louise asked how this worked in booking a blood test and then a follow-up appointment, as booking both separately had involved a lot of to-ing and fro-ing between patient and surgery over a period of 2 weeks to coordinate both appointments due to the reception not being able to book both together due to the two week cut-off. Amber said she would look at this but she thought GPs could book both in advance. However, this was not the patient experience here.
	Repeat prescriptions	The problems of obtaining repeat prescriptions were discussed, and Amber agreed that some of

		the difficulties could be resolved by more staff training. She noted the issues and said action would be taken on them.
	CCG Children's Services Ofsted report	Louise asked about the annual health checks for patients over 14 with learning disabilities, and asked for the criteria for inclusion in this scheme. Amber to check on this.
	The Hub	Amber pointed out that the Hub could be accessed five days a week from 8am to 8pm by ringing the surgery during opening hours. After hours it was difficult as the 111 service does not connect to the Hub. PPG members felt that The Hub services were not generally known about by patients yet.
	The two leaflets on the Hub and Patient Access	These will be discussed by Gillian and Amber before being completed and passed to the PPG for comment.
	Surgery Open Day	Amber will contact the PPG with the proposed date for this day. She will also contact the PPG for a training date on the digital systems to take place before the Open Day, so that PPG members can then pass on their training to others at the Open Day. As many PPG members as possible were encouraged to support the surgery by attending this day, once the date is known. It was suggested that PPG members could also meet at this time to decide on any schedule or rota for the Open Day.
Dates of next PPG meetings		3 June 1 pm- Full meeting together with Practice