

Minutes of Patient Participation Group

Held at Manor Road Deal

Monday 10th December 2018 at 7pm

Present: 4 ladies.

Apologies: 3 ladies and 3 gentlemen.

Only 1 patient was able to attend this meeting. As we had already cancelled a previous meeting due to patients being unable to attend we decided to go ahead, even though we knew we had had a lot of apologies.

On arrival the patient was welcomed by Dr Ford (GP), Mrs Angela Hill (Practice Manager) and Mrs Angela Pointer (Administrator) and offered refreshments. Introductions were made. The patient was given a pack containing anonymised minutes from the last meeting in March 18 and an agenda for the meeting tonight plus the results of the recent practice survey. The Patient was given 5 minutes reading time.

Mrs Hill explained that this time the regular attendees of previous meetings were invited. Mrs Hill explained that the meeting was advertised on the choices website as well as our own, and there was a notice in the surgery advertising it.

Dr Ford discussed our recent CQC inspection which took place on 5.12.18 and that it appeared to go well. Dr Ford would like to thank the PPG members for talking to the inspector and all the practice staff for their hard work. We are now awaiting the results of this inspection and are hopeful of a positive outcome.

Dr Ford discussed the Deal HUB run by CHA (Channel Health Alliance) for minor illnesses which originally started in April and is now fully up and running. We are now triaging all calls which come into the surgery to see if patients fit the criteria to be sent to the HUB so that it isn't sat empty as it has been sometimes in the past. This then frees up more time for Dr Ford to be able to see patients with more complex conditions. Dr Ford advised this is not a walk in service, patients do have to ring the surgery first to be booked in to the HUB. The HUB is funded by all local GP's as well as funding from the CCG.

The HVS is also run by CHA who are now a registered provider with CQC. The HVS is also run from the HUB and Paramedics and Nurses can do home visits for patients. Any calls which are given to the HVS are triaged by the Doctor to ensure the patients are suitable for the paramedic or nurse to see them. We are allocated 1 visit per day from the HVS. They do not see any complex patients.

Dr Ford and Mrs Hill discussed the surgery workforce. We employed 2 new receptionists in September 2018, Miss Jade Lawrence and Mrs Dorothy Simmons and they are fitting in well. The surgery has become so busy we have advertised for another new receptionist to enable us to have 2 members of staff here until 6.30pm on a Monday and Friday. Tuesday, Wednesday and Thursday will have 2 members of staff on until 4.30pm.

Dr Ford explained that we are now running MDT meetings with Balmoral surgery in Deal. Other services as well as GP's are present which include Mental Health Teams, Adult Care Services, Care Navigators, District Nurses, Intermediate Care Teams, Drug and Alcohol Services and Wound care Practitioners. Patients with complex needs can be discussed with all the teams to try and resolve any issues the patient is experiencing and to obtain a positive outcome for the patient.

We have had no complaints since the last meeting.

We have had a new wipeable blind fitted in the nurses room and have disposable curtains which helps with infection control. We have also purchased a new couch for the nurses room.

One of the actions from the last meeting was for receptionists to check the waiting room if it is busy with families to ensure toys are not left all over the floor. Our receptionists are doing this and clearing the floor if needed to avoid trip hazards for other patients.

Another action was for some sort of system to be put in place for patients being notified in the waiting room that Dr Ford is ready for them to go to her room. Dr Ford had been unwell at the time of the previous meeting which was why she was calling patients down via the receptionists. Dr Ford is feeling well at present so this isn't so much of a necessity, but is still being considered.

Action Plan

To look at getting some sort of system for Dr Ford alerting reception or patients in the waiting room that she is ready for her next patient, without her having to ring through to the staff.

To invite a new range of patients to the next PPG meeting as well as our regular attendees.

Minutes of Patient Participation Group

Held at Manor Road Deal

Monday 18th March 2019 at 7pm

Present: 4 ladies and 1 gentlemen.

Apologies: 3 ladies and 3 gentlemen.

On arrival the patients were welcomed by Dr Ford (GP), Mrs Angela Hill (Practice Manager) and Mrs Angela Pointer (Administrator) and offered refreshments. Introductions were made. The patients were given a pack containing anonymised minutes from the last meeting in December 18 and an agenda for the meeting tonight. The patients were given 5 minutes reading time.

Mrs Hill explained that for this meeting we invited the regular attendees as well as a randomised selection of all patients over the age of 18. We advertised the meeting on our surgery website as well as on the NHS website and we put a poster up in the waiting room.

Dr Ford discussed our recent CQC inspection which took place on 5.12.18 and that we were rated as good in all areas which we are pleased with.

Dr Ford discussed the Deal HUB run by CHA (Channel Health Alliance) for minor illnesses which originally started in April and is now fully up and running. We are now triaging all calls which come into the surgery to see if patients fit the criteria to be sent to the HUB so that it isn't sat empty as it has been sometimes in the past. At the present time we can book unlimited appointments at the hub. This then frees up more time for Dr Ford to be able to see patients with more complex conditions. This is not a walk in service, patients do have to ring the surgery first before they can be booked in to the HUB. We always see children under the age of 2 rather than sending them to the HUB. There may come a time when there are no longer GP's at the HUB as it may eventually be led by the nurse prescribers. The HUB has a new physio starting called Shaun Roper who will be working there 3 days a week 8 till 8. Patient can get sent to him for things like back pain, twisted knee etc. They are allowed 1-2 treatments with him until patients can get in the system for a standard physio appointment.

The HVS (Home Visiting Service) is also run by CHA. The HVS is also run from the HUB and Paramedics and Nurses can do home visits for patients. Any calls which are given to the HVS are triaged by the Doctor to ensure the patients are suitable for the paramedic or nurse to see them. We are allocated 1 visit per day from the HVS. Details of these visits are always fed back to Dr Ford.

Dr Ford still does the majority of visits requested at the surgery as she will always visit end of life patients and nursing home patients as well as other requests which may be appropriate for her to go to, rather than the HVS.

Dr Ford does monthly home visits to all patients in nursing homes, even if the patients don't have an acute problem at that time. Residential homes are able to request these visits as well.

Dr Ford and Mrs Hill discussed the surgery workforce. We are sad to say we have a couple of staff leaving. Dr Ford advised that our in-house physio Tricia is leaving at the end of March due to retirement. EKTRA Physio will still continue to be based here on a Wednesday and the physio will be Brian who has been here before when Tricia has been on leave. He does do acupuncture as well.

Also, Mandy is leaving after being here for 9 years. We have employed a new receptionist call Chloe to cover Monday and Friday afternoons. We are currently advertising for another receptionist. This will help ensure staff safety, as we feel there needs to be 2 staff in reception where possible every day of the week. We are also employing a new practice nurse Mrs Zaneta McKenzie. She will be working on a Friday. She is able to do most practice nurse duties like wounds, smears, diabetes, asthma etc. We are happy to have her joining us.

We can have problems with difficult patients at times who become agitated, which can impact on staff safety. We do have panic buttons in the consulting rooms and reception which are now linked to the police. There is also a facility to send an alert out on our computer system to other members of staff if help is needed.

We have had 1 complaint since the last meeting which is being dealt with by Dr Ford.

Mrs Hill advised that the Phlebotomy service has altered at Deal Hospital. Blood tests are now performed by appointment only at the Deal Community Clinic behind Deal Hospital. You cannot walk in to book an appointment, but instead have to telephone them on 865443 between the hours of 8am-12.30pm.

Actions from the last meeting were discussed. New patients were invited, but none of these came. We advised we are still thinking of a way of Dr Ford alerting reception when she is ready for her next patient. One of the patient present at the meeting suggested a wireless doorbell which Dr Ford thought was a good idea.

Dr Ford advised we are looking at getting new washable flooring in the meeting room. This will enable it to be a fully functioning treatment room to allow the nurses to do things like blood tests, wounds, smears etc as these are not able to be done in a room with a carpeted floor. The waiting room flooring will also need replacing at some stage as some of the screed underneath the carpet is starting to break up.

One patient asked if we would be able to get new premises. Dr Ford stated that unfortunately we would be unable to get funding as practices normally need a list size of 8000 patients for this to be granted for a new surgery build to take place.

One patient asked if there is a delay on the Dr seeing x-rays as he thought we would instantly be able to see them on our system. Dr Ford explained that unfortunately this is not linked to our computer system. X-rays are performed and still have to be reported on by a radiographer before the results are sent through to us. There is about a 3 week wait for x-ray results at the moment.

Dr Ford and Mrs Hill discussed the new Primary Care Networks (PCN's) which will be set up. These are going to be a network of practices working together. The first item which may be taken over by the PCN's may be the enhanced services that practices sign up to. Not all surgeries do all the enhanced services that are offered by NHS England, so this will enable patients to go to other local surgeries for a service that their own practice may not run. For example we run an enhanced service where we start people on insulin if it is required. Another example would be the new DVT Enhanced Service where practices may be able to perform a blood test and run an at risk score to see if patients have a likely DVT, rather than having to send every patient to QEQM Hospital like we do now. Childrens blood tests are currently done at one of the larger hospitals which is expensive. This could be bought in locally to be done at one of the practices who are part of the PCN which could save money, and it will be more beneficial to patients as they will not have to travel far.

Action Plan

To get wireless doorbell so Dr Ford can alert reception that she is ready for her next patient.

To get new flooring put in the meeting room to enable it to be a fully functioning treatment room.