

Minutes of Patient Participation Group

Held at Manor Road Deal

Thursday 24th October 2019 at 7pm

Present: 7 ladies and 4 gentlemen.

Apologies: 2 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 March 19 and an agenda for the meeting tonight and our latest in-house survey results. The patients were given 5 minutes reading time.

Mrs Hill explained that for this meeting we invited the patient participation group members as well as a random selection of patients who are carers. 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 in-house survey results which was very positive. The percentages of patients who are aware we have a facility where they can book appointments and order prescriptions online, and that prescriptions can be sent electronically to a chemist of their choice has improved. If anyone needs help getting set up for online access they can speak to Mrs Angela Pointer here at the surgery. Dr Ford also stated that prescriptions being sent electronically to a chemist is much safer, as there is no paper prescriptions which could get lost.

Dr Ford gave an update on the Primary Care Network (PCN). This was originally going to be all four of the Deal Practices, but we were asked if the Sandwich Medical Practice could join ours so it is now known as the Deal and Sandwich Primary Care Network. This allows for practices to work more closely together. 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. An example of this 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. Currently if patients have a suspected DVT they have to be given clexane and may have to wait a couple of days to be seen at QEQM. If they could go to a local practice they may get seen that day and may not need to be started on clexane if a DVT is ruled out which will be much better for the patient.

Dr Ford discussed the practice staff as a patient commented that he had heard that our nurse Laura had left. Dr Ford confirmed that this is the case and that Mrs Zaneta McKenzie who had been working here on a Friday has now increased her hours to replace Laura. We have also employed a new receptionist called Laura, so there are now 6 receptionists giving more flexibility and we have 2 receptionists on duty together. 3 of the receptionists are now trained as relief typists for when Di our secretary is on leave. A patient commented on how knowledgeable all the staff are here. All new staff follow an induction programme when they start which helps. We also try to ensure there are 3 members of staff in the building at all times which helps with staff safety. The alarm is now connected to a call centre who contact the police if it is activated which is also a safer system.

Mrs Hill discussed the National GP patient surgery which is different to the in-house one we do. This was sent to a number of patients registered at all the GP practices in the South Kent Coast by NHS England. Patients are asked a number of questions about their practice and the results show where practices sit against each other and also what our percentages are compared to the national average. We are pleased to report that out of the 30 practices in the South Kent Coast we were ranked in the top 5 for a lot of the questions asked and we ranked top for the helpfulness of our receptionists and the overall experience of booking an appointment. We are above the national average for all the questions which were asked.

Dr Ford stated we have had 1 complaint since the last meeting. This was quite complex but it has not been taken any further and is now resolved.

A patient commented that there are so many posters up it is difficult to know which ones are important. Mrs Hill explained that a lot of the posters are mandatory and CQC check these when they do their inspections so we are not able to remove them.

One patient asked about the hub at Deal Hospital and how you are seen there. We explained this is for minor illnesses and you have to ring the surgery for an appointment and are then triaged to see if you fit the criteria to go there i.e. chest infection, ear infection etc. This helps to free up time for the GP to see patients with more complex conditions like Dementia, Diabetes, Chronic Obstructive Pulmonary Disease or Cancer.

One patient asked whether we are still taking on patients. Mrs Pointer advised we are unable to close our books to new patients wishing to register. We currently have approximately 2300 patients.

One patient stated that it would be good if we had a separate area for vulnerable people i.e. those with Dementia or Mental Health issues. Unfortunately, we are very limited for space here but if a patient wishes to be somewhere quieter while they wait for their appointment they can ask reception if there is a room free for them to sit in. Reception would then notify the clinician where the patient was waiting.

Dr Ford informed the group that Deal Hospital has now been shortlisted to become an Urgent Treatment Centre. This is partly because of the new x-ray machine which was kindly paid for by the Friends of Deal Hospital. This will be very beneficial to the town.

One patient commented that the in-house physio here is good. Dr Ford explained that the physio is done by a company called EKTRA who use our room here once a week. We refer our patients directly to them. We are going to look into getting the couch serviced that they use. Dr Ford also stated that we are going to have an in-house counsellor joining the surgery again seeing 2-3 patients a week.

One patient stated that she has tried a few times to get through to the surgery at 8am and it has been nearly 5 minutes past before the phones have been switched over from the out of hours provider. We will discuss this with all staff to ensure the phones are switched over by 8am.

One patient stated he would like to thank Dr Ford and all her staff for the excellent care that is provided by this surgery. All patients present agreed with this and stated they were lucky to be registered here. We thanked the patients for this feedback.

The action plan from the previous meeting was discussed. We have had new infection control flooring laid in the 2nd nurses room. This allows more procedures to be performed in that room. We have also installed a wireless doorbell that Dr Ford can use as a means to letting reception know she is ready for the next patient to be sent down to her.

Action Plan

To get the flooring upgraded in the waiting room to the same type of flooring which has been laid in the 2nd nurses room.

To look at our appointment system as sometimes there are not many same day appointments left for when people ring in at 8am. In the past these may have been used for patients who the Doctor wishes to see about test results. We will now look into how many we have and whether the patients who need to see the Doctor for test results can wait for a routine appointment instead.