



NEWTON PLACE SURGERY

PATIENT PARTICIPATION GROUP

Minutes of Meeting Held on 7 February 2019

PRESENT: Gill Wagstaff (Chair), Sue Grove, Margaret Ryder, Val Collman, Tim Wishaw, Keith Ashover, Chris Callaghan, Maria Newman, Pam McLean, Claire Borastan and Dr A Gould.

APOLOGIES:

Welcome:

The Chair, Gill Wagstaff, welcomed all to the meeting.

1. Practice nurses Sam Brown and Louise Johnson – presented on nursing services provided by the surgery. Please attached:



Nurses  
presentation.pptm

The presentation was well received and relevant questions answered. Areas covered as follows:

- 5528 nurse appointments booked in December – this includes all HCA and nursing appointments to include telephone appointments.
  - The implications and impact on running times of late arrivals. It is common practice to see a patient up to ten minutes after their appointment time but often this is taken on a case by case basis
  - Nurses are not able to prescribe but can recommend medication and treatment ahead of GP sign-off
  - CB emphasized the strength and wide expertise of the nursing team and the wider part the team play within the surgery this has much to do with the autonomy which runs throughout the surgery as a whole.
  - Nurse Sam confirmed that all members of the nursing team complete mandatory training – which is mainly done online
2. Gill reviewed the minutes and matters arising from the last meeting – agreed.
  3. NPS website & online services
    - NPS to ensure all links and information is current and up to date. Action – NPS IT and Social Media team to look into this
    - NPS website – Claire to speak with other practices to see what service providers they use and the cost implications of changing to a different provider
    - There was discussion around online services and the pro/cons of both – MyGP app versus Patient Access – particularly around requesting repeat prescriptions – Action – Prescriptions team to attend at the next meeting to discuss this further. Claire confirmed that the surgery is expected to reach a targeted uptake of patients signing up to use Patient Access and this is set to increase in April 2019.
    - Facebook comments - It was agreed that the surgery had improved in responding to comments posted on social media.

4. Claire presented the Practice update, copy attached.

Points discussed

- Newton Place Pharmacy - A query was raised as to why the pharmacy was called "Newton Place Pharmacy" and not "Day Lewis Pharmacy". It was felt that as there are so many complaints relating to the pharmacy it was giving the Surgery a bad name – ABG confirmed they were meeting with Day Lewis Pharmacy and will update when available.
- Named GP - Claire confirmed there will be changes to patient allocation lists due to staff changes, there will be a generic communication to patients regarding this. ABG confirmed that this does not stop patients from requesting a particular GP and to request a change in their registered GP.
- Building update – Claire updated the meeting that a tender for contract needs to be in place before the end of March to ensure funding is in place. Both the CCH and NHSE have been supportive to the surgery with the extension plans and Claire hopes to be able to update further at the next meeting. Gill thanked Claire for all her work thus far on this project.

Car parking options were discussed in the event the extension does take place. There will be reduced parking for both staff and patients. ABG encouraged other methods of transport – cycle/walking – this also promotes healthier living and lifestyle.

There was a discussion regarding the increasing patient list, taking into consideration the new property developments in progress. ABG confirmed that NPS would still be accepting new registrations.

- Appointment waiting times - Claire confirmed the current waiting time for a routine appointment is approximately two and a half weeks (this is in line with other local practices), with telephone appointments readily available. The surgery also holds back special appointments for clinicians to book if a patient is to be reviewed sooner than a routine appointment.
- Improved access – this scheme continues to run across the town with evening appointments offered at NPS and weekend appointments offered at FMP and Estuary View on Sundays. This service has been advertised heavily on the surgery website and social media and also a leaflet drop has taken place throughout the town. Claire added that reception staff have been proactive at promoting this service but appointments are still not being utilized fully for which Claire has fed back to the CCG – reporting a number of reasons for this – we are already able to offer routine nursing appointments in a timely manner and the current IT infrastructure in place is clunky and not overly user friendly.
- Palliative Care hub – Claire updated that there is a piece of work being discussed which would involve a more proactive approach to dealing with our palliative care patients. Funding for this is available and Dr Lanker will be discussing this with the CCG and EnCompass – an update on this will follow.

5. DNA register
6. Governance Report
7. Report on NICE seminar – Val
8. Patient Survey
9. Mental Health services in Canterbury and Coastal CCG area Questionnaire
10. EoL project – update
11. PPG – Terms of Reference – Review
12. AOB

Next meeting: Thursday 4<sup>th</sup> April

| Actions

Item 2 – NPS website - NPS to ensure all links and information is current and up to date – NPS IT Team

Item 2 - NPS website –Claire to speak with other practices to see what service providers they use and the cost implications on changing to a different provider

