



## NEWTON PLACE SURGERY

### PATIENT PARTICIPATION GROUP

Minutes of Meeting Held on 8<sup>th</sup> August 2019

**PRESENT:** Gill Wagstaff (Chair), Sue Grove, Tim Wishaw, Val Collman, Keith Ashover, Chris Callaghan, Maria Newman, Alex McVey, Dr Wendy Domleo, Claire Boraston and Annette Ralph.

**APOLOGIES:** Pam McLean and Margaret Ryder

#### **Welcome:**

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

1. Gill reviewed the minutes and actions arising from the last meeting. The following were noted:
  - NP Pharmacy – meeting had not taken place
  - Website designers – a new web provider has been chosen, details of this will be forwarded to PPG members before going live. All information on the current web site will be reviewed for accuracy and value before being transferred to the new web site.
  - Students who missed out on the meningitis vaccinations and are eligible are identified on their records. We are currently giving these opportunistically and where patients request them. We will be doing a more targeted approach in due course.
2. **Letter from Karen Benbow, Director of Commissioning East Kent CCGs:**

The letter from Karen Benbow regarding the Referral & Treatment Criteria (RTC), previously circulated, was discussed. A more consistent application of the RTC is required and recommendations as to how best this can be communicated to patients as and when needed.
3. **Patient Surveys:**

The NHS England and the Newton Place Patient Surveys were discussed. Newton Place had good reviews on the NHS England Survey scoring above average percentages in most areas. In the Newton Place Survey there were lots of comments and suggested areas for improvement such as:

  - Frail patients queueing for the urgent care clinic
  - Installing information screens
  - Advertising appointments available for NPS patients at Faversham Medical Practice and Estuary View Surgery at weekends
  - Routine appointments are usually available, on average, in 2 – 3 weeks; there would only be a 6 week wait if a patient is requesting to see a specific GP.
  - Books & toys are not available in reception due to infection control.

The Practice will draw up an action plan from the Patient Survey to present to the PPG at the next meeting. The Staff will be given feedback from the survey and plans put in place. Overall the survey was felt to be positive and better than the previous one.

#### **4. Practice Update:**

Claire presented the Practice update, copy attached.

#### **5. Joint PPG & PCN:**

The Joint PPG meeting was reviewed and the Primary Care Network was discussed. The PID for the Urgent Treatment Centre has gone out and there are 27 standards that have to be met. Noted that Newton Place Surgery is not involved in the UTC.

#### **6. The Depression Clinic:**

The Depression Clinic started on 6 July 2019 and is running every Saturday morning. It appears to be going really well but Chris voiced his concern on how it is being publicized and felt that using the term “App” was misleading. It was felt that an article in the local paper explaining what was offered in the clinic might be a good idea possibly including a “Patient Story” to add a personal touch. The CCG press release and the item in Kent-on-line were not very informative but Claire explained that Innovate restrict what is published about the project.

#### **7. The Urgent Care Clinic Reception**

Ideas about improving the Urgent Care Clinic reception were discussed during the review of the Patient Survey with regards to frail patients queueing and the possibility of installing some sort of numbering system. The Surgery will look into both these issues.

#### **8. Project Plan:**

There was no further update on the Project Plan as Margaret was unable to attend.

#### **9. Any Other Business:**

- Check mailing list to ensure that ex PPG members are removed.
- Dr Domleo thanked all for their hard work and support of the Surgery.

Next meeting: Thursday 3 October 2019 at 2pm.

#### **Action points:**

- Website to be developed
- Patient Survey action plan
- Check mailing list
- Meeting with pharmacy

