



NEWTON PLACE SURGERY

PATIENT PARTICIPATION GROUP

Minutes of Meeting Held on 3 October 2019

PRESENT: Gill Wagstaff (Chair), Sue Grove, Tim Wishaw, Val Collman, Keith Ashover, Chris Callaghan, Maria Newman, Pam Mclean, Shailey Smythe, Dr Gould, Claire Boraston and Annette Ralph.

APOLOGIES: Margaret Ryder and Alex McVey

Welcome:

The Chair, Gill Wagstaff, welcomed all to the meeting and introduced a new member, Shailey Smythe.

1. Gill reviewed the minutes and actions arising from the last meeting. The following were noted:
 - Meningitis vaccines – the surgery is chasing university goers, the surgery identifies eligible patients and invites them in.
 - Urgent Care Clinic – the surgery is not able to provide extra seating due to lack of space but it was suggested that some seating be designated for the frail patients and sign-posted as such asking able bodied patients to give up their seats. Our receptionists are very good at identifying any frail patients and ensuring these patients are seated while waiting.
2. Actions from previous minutes:
 - Website designers – a new web provider has been chosen, details of this will be forwarded to PPG members before going live. We have a 3 month rolling period with the old provider to give us time to redesign a new version. Arrange for PPG members to have access to proof read it before going live, Chris has volunteered to assist with this
 - Patient Survey action plan to be presented at next meeting
 - Virtual PPG mailing list has been updated
 - Meeting with pharmacy awaiting decision on extensions from NHSE.
3. Flu Clinics:

Carolyn updated the meeting on the flu clinics for this year. Unfortunately due to manufacturing problems and delivery delays the clinics are later than normal this year. The first clinic for the over 65s will be held on Saturday 5th October with 500 patients booked in. Several members have volunteered to assist and this is greatly appreciated by the surgery and the team running the clinics.
4. Practice Update:

Claire presented the Practice Update and Pam will compose the Newsletter from this information.

5. Care Quality Commission Inspection – Update:

The CQC telephone interview which was actually a face to face meeting went ahead last week. The Surgery was given 20 questions to answer in the interview and Claire and Dr Gould met with the inspector. All appears to have gone very well and we are hoping for the formal Our rating on the National Survey on “How to get through on the phone” where our rating was very good.

- Our rate of vaccinations was excellent.
- Two other areas that were mentioned as being above average were our Mental Health and Cervical Screening. We run an excellent screening service which is unique to the area and have applied for an award for cervical screening from “Jo’s Trust”.

6. E-Consultations:

The CCG has procured on-line software for E-consultations. This system was developed by a GP in Kent and our CCG is keen to roll it out. The surgery is looking into how we could introduce this into our appointment system as the current procedure will have to be changed. Currently more than 60 patients are seen daily in our Urgent Care Clinics which puts extreme pressure on the clinicians. The start of this new system will tie in with the start of the Urgent Treatment Centre and consequently we will re-structure our Urgent Care Clinics. We will arrange a presentation of this E-consultation system and will invite the PPG to the meeting. Hopefully this will be able to be arranged before our next PPG meeting in December.

7. Project Plan 2019/20

Margaret had emailed through the Project Plan which Gill went through with the committee. Most points were covered earlier in the meeting.

The End of Life Project: Gill has the information leaflets and will share with Dr Gupta and Sam the Practice Nurse.

The Governance Report is due for the next meeting.

8. Joint PPG Meeting:

The proposed date for the next joint PPG meeting is Tuesday 19 November 2019 at 12:00 noon. We are still not sure if a new Chair for FMP PPG has been elected but they are chairing this meeting. Venue is still to be arranged. Members were encouraged to attend but Tim and Sue sent their apologies.

9. Public Reference Group Meeting:

The next Public Reference Group Meeting is on Monday 7 October 2019 and Tim will attend. This meeting will discuss the proposal for all CCG’s across East Kent to join together and be one organization.

Points of concern:

- How do we ensure that local patients still have a voice
- How do we make that voice heard across all the new levels
- Commissioning will happen across Kent and Medway, how will we ensure that Faversham will get funding for new services
- How will we be able to ensure that health needs in our area are met
- How will they consult on this change and will it go out to public consultation.

10. Article from the Guardian Newspaper:

Chris brought this article to our attention where patients have to meet certain criteria before being referred for various conditions including knee and hip replacements, tonsillectomies, back injections and dermatology. Claire confirmed that this has been the case for many years and is not something new.

11. Any Other Business:

- Val raised concerns about the Fracture Clinic at William Harvey Hospital and a recent experience she has had.
- Gill raised concerns about Brexit but Claire assured that National Guidance has been issued and the CCG is very well prepared. Medication information is on our website and we have a Business Continuity Plan in place. Traffic disruption is a possibility but plans are in place.

Next meeting: Thursday 5th December 2019 at 2pm.

Action points:

- Website to be developed
- Patient Survey action plan

