

## **Wye Surgery**

### **Minutes of Patient Participation Group**

**Tuesday 10<sup>th</sup> July 6.00 p.m. 2012**

#### **Present:**

Alan Billington(chair) Pat Fletcher(SEC.), Dr. Di Biasio, Jo Shepherd(Practice Manager), Mrs Jean Andrews, Mrs Janet Bayne, Mrs Dorothy Chambers, Mrs Denise Chenery, Dr. John Fletcher, Mrs Enid Gould, Mrs Maureen Nicklin.

#### **Apologies:**

Helen Goodman, John Morris

1.**Minutes**of last meeting agreed correct and accepted.

2.**Matters Arising**– Modified constitution discussed and accepted.

3.**Urgent Medical Attention** – There are posters advising people on securing the most appropriate medical helpwhen they feel they need rapid medical attention.Jo Shepherd distributed information, in the form of fridge magnets, whichalso offerthe following advice.

If local surgeries are open these should be contacted by telephone. When the surgery is not open, there is a recorded message giving the 'out of hours' number(see below).

999 should be dialled when people experience heart attacks, strokes, bad accidents or other life threatening events outside surgery hours.

If a person's condition does not appear to need urgent medical attention when local surgeries are closed, contact theout-of-hours doctor by telephoning 03000 24 24 24. The patient's condition will then be assessed by a medically experienced person who will advise on what needs to be done. You may be told that you will receive a follow-up call from the GP on duty, or that it is safe for you to contact your GP when your surgery opens, or you may be advised that the patient needs to be taken to an A and E department.

Following these guide lines will enable hospital staff to attend more quickly to those needing urgent attention, and patients with minor problems will be able to avoid long waits in A and E departments. A further benefit is thathospital attendancencosts local surgeries far more than it would if patients unable to contact their own surgeries telephoned 03000 24 24, which is set up to give 'out-of-hours' advice.

#### **4.Subcommittee for Patient Questionnaire**

Jean Andrews, Alan Billington, John Fletcher,and Enid Gould volunteered to review the current questionnaire. They will meet in the surgery's board room at 2.30 p.m. on Tuesday 24<sup>th</sup> July.

## **5 AOB-**

### **a)Supersurgeries**

From the beginning of August supersurgeries will be held each weekday morning. Several doctors will be on duty and patients can ring the surgery and get an appointment that same morning. In order for this system to work, the patient will see any one of them and will not be able to request to see a specific person. In afternoons, the doctors will be available for routine appointments. This will enable patients to be seen without having to wait days or weeks for appointments, and should also reduce the waste of time and money resulting from patients missing appointments.

### **b)Unreasonable regulation**

Surgery staff are concerned about patients having to fill in feedback forms for surgery services classed as 'enhanced', especially when patients are not in a fit state to do so. Patients attending hospitals for the same reasons are not required to fill in these forms, but regulations dictate that surgery patients must do so in order for surgeries to receive from the NHS the fees for these services. The PPG decided that a letter underlining the distress this regulation can cause, should be sent to the relevant Authority.

### **c)New member**

The group welcomed Alan Billington's request that Millie Harris, a younger person, join us..

### **d) Novacor monitors**

The analysis of data from heart and circulation monitors is carried out at the William Harvey Hospital. Recently the hospital informed the surgery that Novacor has updated its software for analysis and data produced using the previous software will no longer be analysed. Consequently Wye surgery staff are concerned for patients whose results await analysis. The cost to the surgery of updating its software and equipment is several thousand pounds, currently difficult to find since it had very little forewarning of this change. John Fletcher suggested that the surgery investigate whether or not other hospitals in East Kent, West Kent or Sussex are using the previous software. The William Harvey, however, is East Kent's specialist centre for cardiology. He also suggested that a letter be sent to Stuart Baine, CEO of East Kent Hospitals Foundation Trust, informing him about this problem, and the Group approved this action.

### **e) Wye Surgery's Specialist Clinics**

From September, on the 'Choose and Book' system, the specialist clinics run by Wye Surgery are to be open for use by patients from other surgeries in the Ashford area.

## **6. Date of next meeting**

Tuesday 21<sup>st</sup> August

Pat Fletcher (Sec.)

## **Update**

The action proposed in 5d. ( letter to Stuart Baine) is on hold as Jo Shepherd, Practice Manager of Wye Surgery, is working on securing funding for the analysis of circulation monitors.