

Wye Surgery  
Minutes of Patient Participation Group Meeting  
Tuesday 22nd August 2017

<b>Present</b>	Chair – Penny Haynes Secretary - Leonie Saint Jo Shepherd – Practice Manager Helen Goodman – Administration/Reception Supervisor Terry Donovan Carole Farr Marlo Johnston Dave Martin Betty Martindale Robin Pelham-Reed Margaret Rose Penny Skilbeck	<b>Action</b>
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**Apologies** Paul Callaghan, Lucy Carvill, Rosemary Fitzpatrick, John Fletcher, Pat Fletcher, Alison Graubard, Rita Hawes, Sally Leaver, Judith Timms, John Makey, Valerie Perez, Carole Winder

**1) &  
2) Minutes and Matters Arising**  
re Penny's article on On-line services with the surgery Jo said email to the Surgery was not yet available. The surgery is not yet able to provide all the services listed in the article, which had been taken from Emma Halliday's talk and the NHS website. Penny will prepare an update to the detail for presentation in the parish magazines. **PH**

The new repeat prescription system works very well.

Letters from secondary provision are not yet available on the On-line Services website.

**3) Chairman's Report**  
The Sub Group to discuss Dr Fox's 10 point magazine article, have met, they spent a productive two hours together and a leaflet is being drafted, for consideration by the partners.

Flu clinic will be 30<sup>th</sup> September this year, appointments to be made for that day. Patients who miss that clinic can make appointments during normal surgery hours.

About three years ago John Fletcher asked us to fill in a questionnaire re the skills possessed by PPG members. Penny recorded a list of members' past and present histories.

**4) Virtual Group**  
no current news as Judith is away, numbers are in the 80s.

5)

### **Surgery Matters**

Staffing A new nurse will be working for 3 days a week, she is well trained, and hopes to do her nurse prescribing course.

A new registrar has joined the surgery, with a splendid personality, and has fitted in very well. Another Doctor has joined the surgery as an Extender, who has six months extra to complete his GP training.

Clinics Two more NHS clinics at Wye Surgery have been added to the surgery's list, a) Uro-gynaecological and b) Orthopaedic – dealing with hand, wrist and elbow, both taking referrals from the surgery.

Jo said the Flu Clinic will be Saturday 30<sup>th</sup> September, am. by appointment only. Patients not attending that day can make individual appointments as required. No reminder letters will be sent out, but banners will go up in the surgery. First priority will be the over 65s. A rota of PPG members was asked for to give out questionnaires, as last year, several people gave their names to Penny. **PH**

Wait Less App – an NHS App can be downloaded onto a phone, which offers the nearest hospital – together with waiting time for patients in need. There was discussion about the use and helpfulness of this App in an NHS that allows hospitals to close, and reduce provisions.

Dave Martin said there are more people with genuine need and less money, and asked for information from/ and to be shared with, the national PPG. Marlo agreed and commented on the poor interface between Primary and Secondary care, although it does seem to be improving in some ways.

6)

### **Reports: from APPG, The Hub, Our Place Wye**

**APPG** - Marlo said something is on the move regarding APPG and the Hub and more Doctors are attending meetings, but there is no news yet.

There is no report and next meeting is in September. Marlo asked if someone could attend a seminar discussing what people can expect from GP surgeries. There is still no official chair to the group, but there is a secretary, who is just about surviving.

**Hub** – no news

**Our Place Wye** – some successful fund raising. The community lunch has a list of 70 people who attend, there are about 18 each time. There are plans for more courses to be run, and the Scouts are willing to be involved in communications. Healthy Meals recipes are requested for a COOK BOOK, Richard Sinden will talk to the WI about this.

7)

### **Any Other Business**

Robin asked about the Car Service. The car service run by Graham Duddy is for patients to get to the surgery, the surgery will request his services for patients to be taken to the hospital if they have no other alternative. Penny will get something in the parish magazines about the Ashford Volunteer Centre who can help, DBS clearance for drivers was discussed. **PH**

Terry Donovan, a visitor to PPG, said he wanted to ask about communication at the surgery, which has deteriorated. It is particularly difficult for the over 65s who are new to the surgery. Contact is not possible for many, there are delays in receiving appointments, and it is difficult to see the same Doctor each time. Jo said a) complaints need to come to the practice manager, preferably in writing. People will not be picked on if they complain and b) people need to know how the system works. Jo reassured us that patients' complaints are discussed weekly with the Doctors, and followed through. Resources are diminishing and demands have increased.

Penny asked Dave to consider how we can find out what vulnerable people want from the surgery, to fill the gap in communication. It was agreed that there should be an Agenda item at the next PPG meeting, called Bridging the Gap, for Dave to share the issues he has discovered, and ways in which there could be a greater understanding of the new appointment system, particularly for those who find modern technology and terminology outside their ability range and experience.

**DM/TD**

**Next meeting: Tuesday October 24<sup>th</sup> 7.15**