

Wye Surgery
Minutes of Patient Participation Group Meeting
8th October 2015

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| Present | <p>Chairperson - John Fletcher Secretary – (acting) Pat Fletcher Jo Shepherd - Practice Manager Helen Goodman – Patient Services Manager Kate Day Carole Farr Enid Gould Penny Haynes Marlo Johnston Sally Leaver Dave Martin Valerie Perez Margaret Rose David Stanley Don Thake Judith Timms</p> | Action |
| Apologies | <p>Leonie Saint, Lucy Carvill, Viyog Pleace, Dorothy Chambers, Alan Billington, Rita Hawes, Cliff and Betty Martindale, Pat Vallance, Liz Coulson. Jean Andrews came but had to leave as the meeting was upstairs. The Chairman reported that the Secretary, Leonie Saint, was unwell and could not attend the meeting. Members expressed their best wishes for her speedy recovery.</p> <p>1) Minutes of Last Meeting Corrections: Helen Goodman had been unable to attend but was list as attending in the heading.</p> <p>2) Matters Arising There were no matters arising.</p> <p>3) Chairman’s Report The Chairman reported that he had been in touch with Monitor and had circulated an email trail to members. From this correspondence it is clear that procedures for the CCG to follow are clearly specified but conflicts of interest, on account of those commissioning services also being those providing services in some cases, can, with the best of intents, be difficult to avoid. Monitor, whose task it is to ensure that procedures are properly carried out, has a very challenging task. Judith Timms suggested that Monitor tends to be reactive rather than proactive. It was agreed that there needs to be an independent whistle blower. It was agreed that the Chairman should contact the CCG</p> | JF |
| 4) | <p>APPG and Hub News (Ashford Stakeholder Meeting)</p> | |

These meetings were attended by Marlo Johnston (APPG) and Penny Haynes, Dave Martin (ANSM).

Marlo reported that there had been interesting and useful discussion on the current state of stroke services in the area. Tata Galway gave a very informative talk, and brought along a young stroke patient in order to underline the fact that 1 in 4 stroke victims are young. She emphasised the need for quick action to maximise recovery. Marlo distributed helpful leaflets on the subject. Stroke services in Kent and East Kent have deteriorated owing to a shortage of staff.

Marlo also circulated a report from the public member (Martin Harvey) of the CCG Board. There was some discussion about a proposed leaflet on the functions of the APPG. Members expressed the view that the group does not appear to have a clear function and since the public is now encouraged to attend its meetings, the nature of the Group has changed.

Penny Haynes circulated a report of the last meeting of the ANSM at which Lorraine Griffiths gave a presentation on Medicines management and Self Care during which she highlighted the high cost to Practices of supplying patients with paracetamol. In order to reduce this cost, GPs would have to agree to encourage patients to purchase this drug, except in special circumstances.

Neil Fisher spoke on training for commissioning. He informed the meeting that the monitoring for value of projects, by the CCG, had been inadequate owing to there being too many projects. Currently the CCG is working on increasing the efficiency of its methods by having fewer projects and also by encouraging the participation of local groups.

In her report Penny drew attention to Lisa Barclay's update on the Mental Health and the Wellbeing's cafe project, which has been delayed because there were no premises currently available.

There was further discussion about how a body entitled: 'Delivering Differently in Neighbourhoods' aims to work with other bodies, such as 'Our Place Wye', which has a steering group. Such cooperation is welcomed by Dave Martin. He and Penny Haynes attended a meeting on 6th October at which a supporting steering group was established.

5)

Virtual Group

As Penny had had to leave early she was not present to say anything about the Virtual Group.

6)

Kent Healthwatch Although invited to send a representative there was no-one at the meeting.

7)

Surgery Matters

Jo Shepherd expressed her concern about increasingly rude and abusive behaviour towards reception staff by a few patients. Her aim is to deal with difficult people politely and

with mutual understanding and cooperation. Recent endeavours to reduce patient waiting times, which include the introduction of the new appointment system, appear to have contributed to an escalation in such behaviour. Some people find it difficult to adapt to change. As suggested by Dave Martin, a thorough and objective analysis of the situation is required in order to identify the problems more precisely in order to devise the most appropriate methods of dealing with these patients.

Jo Shepherd informed us that the CCG requires Practices to report incidents of abuse and to report the steps being taken to resolve these issues. Compliments are also to be noted, so patients should be encouraged to express their gratitude for pleasant and helpful treatment by any staff in our Practice.

The Practice is paying an independent expert to run a Training Day for the staff involved in contact with patients. The PPG expressed its willingness to help in anyway it can. Jo reported that the BMC travel Clinic at Mersham is at present not open to the public. According to the clinics website this is a temporary situation. In the meantime patients are advised to go to New Hayes Bank surgery or Boots in Canterbury. The Wye Practice will continue to vaccinate against Typhoid, tetanus, and hepatitis A, but patients will have to go elsewhere and pay for other travel vaccines as well as malaria tablets. Patients should arrange vaccination 8 weeks in advance. For vaccinations available at the surgery patients can access forms on line, or can come to the surgery. Appointment times will then be telephoned to them.

Surgery/PPG

Information about current arrangements for travel vaccinations will be posted in reception and Dr. Fox will be writing an article on the subject.

AF

The surgery is no longer contracted to carry out regular health checks. Patients aged 75 years old or above, will have the option of regular monitoring providing they have filled in the questionnaire (PRISMA) and returned it to the surgery.

We were delighted to hear that currently our Practice has the best record for managing its own diabetes patients with the lowest number of hospital referrals, and it also had the lowest number of patients attending the local A and E facilities.

Changes in the contract with NHS England will mean that the practice will have a GMS (General medical services) contract and not a PMS (Personnel medical services) as at present.

This will mean a loss in revenue for the Practice which Jo reported to be £40K. This is expected to result in a change in the services offered by the Practice

On line prescriptions were also discussed. Some pharmacies in the area are encouraging patients to use an online service for their prescriptions. This is of particular relevance for those not living in Wye who use the dispensary in the

Practice. Patients in this category who opt to use a pharmacy elsewhere (Sainsbury, Boots, Tesco etc) will be committed to use these pharmacies for all future medicine. In the case of an emergency the Practice dispensary will not be able to help. In connection with the new appointment system the surgery is trialling a new 'Ask my GP' service. This will involve accessing a questionnaire on line, filling in details including symptoms experienced and sending this to the surgery where the answers are examined and a doctor will respond by telephone. It is hoped that this system will help patients make contact with a doctor when they are unable to telephone the Practice or do not have the time to try to get through.

- 8) **Fund Raising** Enid Gould has arranged to run a tombola in reception during the final 'flu' injection session on Saturday 24th October. Some members of the PPG have donated gifts for this event. The response to her request for assistance on the day was poor.
- 9) **Access to your medical records** Jo Shepherd, assisted by Helen Goodman, demonstrated, onscreen, how this is done.
- 10) **AOB** No AOB

EG/PPG

Next Meeting

Next meeting will be Wednesday 9th December 7.15 in the Surgery Waiting Area