

Wye Surgery
Minutes of Patient Participation Group Meeting
9th February 2016

Present	Chairperson - John Fletcher Secretary - Leonie Saint Helen Goodman – Assistant Practice Manager Jean Andrews Dorothy Chambers Carol Farr Pat Fletcher Don Hake Penny Haynes Marlo Johnston John Makey Dave Martin Margaret Rose Judith Timms	Action
Apologies	Lucy Carvill, Liz Coulson, Kate Day, Enid Gould, Rita Hawes, Sally Leaver, Betty and Cliff Martindale, Jo Shepherd, Janet Wilson, Carol Winder	
1)	Minutes of Last Meeting No amendments were required.	
2)	Matters Arising – 4c) GP Contracts – there has been no update yet, the notification date is 16 th February 7) Conflicts of Interest – no update yet. 8) Dementia Diagnosis figures – the figures for Wye are low because Wye patients are sent to the Memory Clinic for assessment before going on our patient list. It is not unusual for a wait of 12 weeks between visit to the Memory Clinic and the report being received at the surgery. If appointments are missed the clinic discharges the patient and referral routine has to be gone through again. Dave Martin asked if there was any protocol for investigation of missed appointments – it is a complex issue, but the surgery has its own protocol including family and friends of relevant patients. Marlo was asked if the matter could be taken to APPG for discussion. Could volunteers help? This referred back to Dave Martin asking whether Our Place Wye might be able to assist, if transport or support was a factor. A question was asked about Power of Attorney in cases like this, Helen said the surgery would have this registered with them. Jill Hills does an excellent job as Over 75s Co-ordinator, and with patients at risk, despite only being employed in this capacity for the surgery for 2 days per week.	MJ DM
3)	Chairman’s Report – John told the meeting that Job Descriptions for the PPG Chairman and PPG Secretary had been prepared and circulated to all members with email, hard copies were available for anyone else	

interested.

7)

Surgery Matters – dealt with by Helen Goodman in the absence of Jo Shepherd.

The new GP Dr Rachel Xaviera is fitting in well, a second new GP will have to be appointed as the Doctor due to take the vacancy has withdrawn. Dr Bettini has now moved on.

Nurse Terry is off sick.

Changes to the Appointments system made in November have proved successful. There is a different range of options available, including up to two weeks' booking ahead. All clinicians have some slots for face-to-face appointments each day.

Telephone system – preparatory work is still under way but the new system with a new number, should be up and running by the end of March, with an infinity of callers possible. The two existing numbers will have a message to divert callers to the new number. All calls will be routinely recorded. The surgery will be able to put their own messages on the new number.

Doctors will still have mobiles to call out and do their telephone consultations.

Patients can now come into the surgery and ask for a telephone consultation.

Evidence of patient anxiety and aggression is now reducing.

Patient surveys record very good and excellent responses.

8)

News from the Hub and APPG -The Hub. Dave Martin reported that the Wellbeing Café is going from strength to strength.

The Hub are looking for needs that can be met locally, e.g. patient transport for GP surgery or hospital clinics, some of which are not necessarily local. Dave will investigate what is done in other practices regarding transport.

DM

Dave has a document 'Commissioning for Value, which seems very informative, he will send a copy to the Secretary for circulation.

DM/LS

APPG Marlo reminded us that the Wellbeing Café is only a trial, no long-term decision has been made despite its success.

A visiting CCG Speaker had talked to the APPG, saying that from the 1st April, 2016 Primary Care will be managed by the CCG, rather than the NHS, i.e. locally run. This is not Co-Commissioning, but Commissioning Instead Of, indicating a movement towards more integration. Judith Timms said it would be far better if Health and Social Care were managed together. PPG were asked if members could attend the public part of CCG meetings, Don Thake agreed to do this for us.

4)

Health and Wellbeing Boards – John had sought someone to speak to our PPG about the H & WBB at Ashford, which is a sub-committee of the Kent H & WBB, unsuccessfully. The H & WBB acts as a forum, aiming to investigate local needs and provide joined-up plans, investigating and implementing plans. Areas looked at in the past include mental health, obesity and homelessness. There is a need for a printed guide about the integration of Health and Wellbeing Boards, e.g. Medical and

CCG
H & WBB

Mental health integration. Nutrition is highlighted for an area to be looked at.

5) **GP Survey – Survey run by Moray for the NHS.** There was a 53% response from Wye. This is not sent out or managed by the Surgery. The main response from Wye was ‘excellent’. The weakest area was patients ability to speaking to/seeing the preferred Doctor (since the changes to the GP Access system, this will have been corrected, substantially).

6) **Healthwatch survey of PPGS.** The results have not been fully written up so the report has not yet been published. More responses were from group members than surgeries. There had been a plan to design a format for PPGs but such variations in live and Virtual PPGs make this impossible.

9) **9. AOB**

Penny Haynes showed us a Kent Day Care Services directory, in booklet form, boxes of which are available at Our Place Wye. It explains the Care Act, and access to aspects of the Care Act, e.g. Meals on wheels, Care Homes etc. Copies will be made available in the surgery as well as the library.

PH

Our Place Wye needs to be a routine item on the PPG Agenda henceforth.

LS

Dave Martin said that Our Place Wye needs to be part of Care in the Community.

The community lunch for cross-age interaction: Richard Sinden has asked the Corner Café and the village pubs about the possibility of regular meeting/eating places, pre-bookable and/or pensioners’ lunch not bookable. The primary school are willing to provide a weekly main meal with dessert, in the village hall – this seems the preferred option. In summer could younger groups be included, setting up the idea of buddying of different age groups of lonely/isolated people – an infrastructure will be needed?

This integration idea would be started in Wye but with a view to extending to the outlying villages as the Wye experiment proves successful.

10) **Next meeting: AGM on Tuesday April 12th at 7.15 in the surgery waiting area.**