Wye Surgery
Minutes of Patient Participation Group Meeting
Tuesday 8th November 2011

Present	Chairperson – Mr Alan Billington Dr N Di Biasio Partner Mrs J Shepherd – Practice Manager Mrs Helen Goodman – Administrator/ Minute Taker Mrs Enid Gould Mrs P Thake Mrs Janet Bayne Mrs Dorothy Chambers Mrs Maureen Nicklin Mr John Morris Mrs P Halligan Mr John Fletcher Mrs Pat Fletcher	**Action**
Apologies	Mrs Valerie Perez, Mr Donald Thake. Denise Chenery	
1)	**Minutes of Last Meeting** – these had been distributed prior to the meeting and where agreed.	
2)	**Matters arising –** Mr Fletcher asked for some clarification of the make up of the ACCG. Helen then read out the following which had been provided by Dr Crouch following our last meeting. *The ACCG consist of the following members: 1 Practice Manager, 1 Practice Nurse/Nurse Practitioner, 6GP's (one of which must be a salaried GP), Public Health Consultant, Locality Director, ALCG Business Manger,1 member of Ashford Borough Council, a representative from East Kent Social Services and a local patient representative from Ashford patient participation group. The composition of the Board may change at each election but the total number of members will always total 14, unless an amendment is agreed by the ALCG, 4 months prior to nomination/selection. Within the first year the Board member will have 1 year tenure.* Jo Shepherd then went on to explain that the whole structure and make up is very complicated and changes very often. The final structure is yet to be agreed but proposals are being made. Mr Fletcher said that he thought the idea was to reduce the amount of Administrators and put this money back into the NHS, although this did not seem to be the case and that there seemed to be an awful lot of people now classing themselves	

as providers. Jo Shepherd and Dr Di Biasio agreed and said that even from a Surgery point of view it didn't seem right that we can act as both a Commissioner and a Provider.

Surgery Telephone – Jo Shepherd informed the group that there had been a problem with the telephone system the previous Wednesday when the Surgery was closed for training. She had also recently telephoned the surgery from within the practice and it was noted that although on her phone it appear the surgery phone rung immediately, the phone in the surgery did not actually start ringing for over a minute later. This is obviously very misleading for patients. The Telephone company are being asked to come in sometime in the next couple of weeks to iron out some problems we still have.

Dispensary Opening Hours – Mrs Fletcher asked if the Dispensary opening hours were advertised anywhere in the Surgery, Jo Shepherd said that to her knowledge they were not but it was certainly something that could easily be done.

J.S/Dispensary

3) **Patient Questionnaires –** Helen gave all present a copy of the results of the Questionnaire and put a copy on the over head screen. The results were then gone through with the following comment s being made as points that can be put forward for the action plan.

Question 2 – 28% of patients felt that the Surgery opening times were only satisfactory – it was thought that this was just an education of the public issue and we will look at how we advertise the opening hours additionally to methods already being used.

Question 5 – Only 47% of patients felt that the speed in which they can get to see there regular Doctor is good or excellent. This is to be discussed with the Partners and Management.

Question 8 - In-House Clinics – 13% of patients felt that more in house clinics were not wanted whilst 46% felt they were desirable. Again it is thought that this is an education issue and many patients are not aware of the services already offered here, not knowing about a clinic until you actually need it is common. This will be addressed in the advertising of services issue.

Question 8 – Ability to order Prescriptions on-line – 14% of patients felt that this was essential and 41% of patients felt it would be desirable. This is probably due to the new telephone line. This has been put into action by the surgery very recently.

Question 8 – Ability to book appointments on-line – 56% of patients felt this was either essential or desirable. On-line prescriptions would be monitored and the hope is that in the not to distant future the surgery would be able to offer on-line appointments for some clinics.

Helen then went on to explain that these results and comments would be made available to the public both via reception and the Surgery website. A meeting with the sub-committee has been set for 29th November with Mrs Shepherd and Helen Goodman to discuss and formalize an action plan.

4) **Clarification of Telephone comments made by Mrs Fletcher at last Meeting -** At the end of the last meeting Mrs Fletcher had said that she had seen a document from the Kent Link Priorities Panel stating that Wye Surgery had said that they did not know the length of contract for there telephone system. This did give the impression that the Surgery had with held information. On further investigation and with Mrs Fletcher bring in the paper to Jo Shepherd, it revealed that this was an old survey and at that time we still had a geographical telephone number at the time and the survey was for surgeries with 0844 numbers. Jo Shepherd just high lighted the need to be extra careful when quoting publications.

Email latter sent to all PPG members by Mrs Fletcher:
In the interests of accuracy, for the minutes, I would like to point out that my source of information was a paper entitled '0844 Telephone Numbers - Fact Sheet' which was sent to LINk by Ann Sutton, Chief Executive of Eastern and Coastal Kent, and dated 4th August.
This paper, included a table, page 3, listing the 12 Eastern and Coastal Kent GP practices that use an 0844 telephone number. Beside those listed was a heading 'Expiry date of contract', and beside Wye Surgery, the words 'Not known' were used. My question was 'Why was it not known?' You were not able to answer this question, and it may have been that knowledge of your having an 0844 number, but not the length of the contract, was passed on at the time of the setting up of the Wye Surgery Group. But Ann's letter said that the Cluster
PCs undertook a review of surgeries using non-geographic telephone numbers and all practices responded.

If members of the group wish me to do so, I could make copies of this fact sheet and distribute them at the next meeting. I considered this for our previous meeting but decided that there was no point in pursuing the issue of 0844 telephone numbers since one of the facts quoted in the paper was, as Dr. Jolyon Miles informed us initially,

the Directions issued by the NHS on 21st December 2009 do not apply to non-NHS bodies.

5) **Flu Clinics –** Mrs Gould raised the issue of letters being sent to patients which was high lighted to her following her invitation to have a flu vaccine. Helen explained that patients over the age of 65 are invited for flu vaccine by the Department of health and other patients who are in risk groups i.e. Diabetics, Heart conditions etc. are invited by the Surgery. This year the process started much later as there was a chance the work was going to be out sourced to an independent company to do as is done by many other GP Surgery's however the partners decided not to go down this route, therefore our letters were not sent out until the beginning of October. Some patients received letters after they had had their vaccines because they have had them in previous years and therefore book in early.

The group raised the question of the cost of letters especially if they are being sent to patients in risk groups who automatically book in themselves. Dr Di Biasio said that this was a valid comment and that we would look in to the costs and how we handle flu letters next year.

6) **Stakeholder Meeting –** Helen distributed the minutes and patient feedback to all present. Jo Shepherd thanked all those present who had attended the meeting and said that the Surgery had been extremely pleased with the turnout and patients comments both during and after the event. A few learning points had been noted, should we ever have to hold another such event, they included : perhaps raising the speakers on to a platform so they can be seen by people at the back, using a screen for more complicated presentations and the use of a better public address system.

Mr Morris raised the question of Summary Care Records which he had never heard of before. Jo Shepherd informed the group that they would not get any letters from the PCT until and if the Partners decided to go down the route of being included. At the moment the partners still have several areas of concern which the PCT are unable to clarify for them, they include:

The fact that the Surgery computer is not compatible.
Our Server would have to move off site.
No confirmation of who will actually have access to the medical records i.e. Out of Hours staff, A & E staff, Accuracy

of information, security of data.

7) **Electronic Prescriptions:** Jo Shepherd showed the group the Surgery Website and ran through the procedure for ordering repeat prescriptions on line.

8) **Carers Support –** Helen informed the group that she had had a letter from Carers support a local charity. The charity work as a facilitator in helping careers access support, and have offered to coma in and pass on some information to the PPG. The group felt this would be a very worthwhile exercise. Helen will arrange for the new year, possibly February or March. **H.G.**

9) **Any other business –** Helen informed the group that she had had a letter of resignation from Mrs Peterson who felt as she had not lived in the village very long she could not offer much to the surgery. Helen has written to her on behalf of the Surgery and the PPG thanking her for her support and in particular for being part of the set up of the group.

10) **Date of next meeting – Tuesday 24th January 2012.**