

Meeting of the Wye Surgery  
Patient Participation Group  
Wednesday 10<sup>th</sup> May 2011

Present **Chairperson – Helen Goodman / Mr Alan Billington** **Action**

Dr N Di Basio – Partner

Jo Shepherd – Practice Manager

Mandy Godden

Dorothy Chambers

John Morris

John Fletcher

Biddy Petersen

Enid Gould

Pat Fletcher

Pat Thake

Don Thake

Apologise: Janet Bayne/Maureen Nicklin

Helen opened the meeting by welcoming all present and asking everyone for a brief introduction.

1) **Minutes from last meeting:** Minutes had been previously distributed and where agreed.

2) **Matters arising:** Mr Morris asked that his apologise for missing the last meeting could be noted as he had rung in explaining his absence. Helen will amend last times minutes. **H.G**

Following the lack of a volunteer to take notes it was suggested that the nomination of Chair person was moved up the agenda to relieve Helen of that duty then she could take the notes.

3) **Nomination of Chairperson/Note taker**  
Mr John Morris was nominated by Mr Thake but Mr Morris felt he was unable to take on this role. Mr Alan Billington was then nominated and seconded, Mr Billington was happy to take on the role. It was agreed the position of Vice Chair would be useful and Mrs Enid Gould was nominated into this role, Mrs Gould informed the group she was happy to take on this role but explained that she is currently looking after her husband. Helen explained that she would be happy help out if Mrs Gould was unavailable.

4) **Ashford Locality Commissioning Group (ALCG) – Mr Alan Billington**

Mr Billington informed the group that he had attended an ALCG meeting on the 17<sup>th</sup> March at Hamstreet Surgery on their behalf. Mr Billington explained that the group is made up of two local GP's, a Practice Based Commissioning Manager and other health professionals. Mr Billington explained that a programme of dates and targets had been submitted with their priorities including Maternity care, Acute care and stream lining of Path Lab amongst others. There were a total of ten PPG represented at the meeting but only two were well established groups with the others being very new and more groups still in the process of being set up.

Dr DiBiasio explained the work of the commissioning group to the group and explained the change to try and make the health service lead from the bottom up. Dr Di Biasio also explained how the need for establishing the requirements of the local community are most important and this is something the PPG can help hugely with.

Jo Shepherd reiterated the need and importance of the PPG and their liaison with the Surgery with regard to the services we provide. She also explained about the different services we have i.e. Consultant Lead clinics which reduce costs to the local PCT.

Mr Morris highlighted the importance of these for a population of elderly patients who if rely on Public transport face a two hour journey to the William Harvey Hospital. Mr Morris also reminded us of the car service run by his wife and the fact that three days notice are required.

Dr Fletcher asked which Dr's represent Wye Surgery on the commissioning board, Mrs Shepherd informed the group that Dr Miles attends on our behalf and Dr Crouch, who is joining us following Dr Waller's retirement, is on the board for the group.

5) **Surgery Impact – Mrs J Shepherd**

Jo informed the group how the patient survey had worked in the past and that the payment was used for the production of the Surgery newsletter. The funding has now been removed from the Surgery and the Survey is now to be done in conjunction with the PPG, there is a considerable amount of work to be done between the two groups in order to achieve this. **H.G**

Mrs Shepherd also explained to the group about the impact the loss of Wye college had had on the surgery and the fact that the patients were in the whole healthy patients who rarely visited the surgery so once they had gone and our payments reduced we are still running the same services but for a smaller amount of money. The financial impact on the surgery was very significant, fortunately no loss of staff

had to be made but the surgery is always looking to take on new patients. This was both a huge surprise and a great interest to the group. Many suggestions were made regarding how the surgery could increase its patient list with volunteers for both putting posters up and leaflet dropping on the new estates in Ashford. The following suggestions were also made:

- Notice in Parish Magazine
- An article on the Wye web.com and Wye.org websites
- Ask Mike Adams of the Kentish express to put a piece in the roundabout section.
- Draw up an A4 sheet on the services offered at the Surgery and contact details, this could then be put in the welcome pack that the Parish council send to everyone who moves into the village.
- Another Open day was suggested also.

Mr Thake informed the group that the next Neighbourhood watch meeting is being held in the village on the 7<sup>th</sup> June and if the surgery wanted to send any information along it could be distributed there. It was also suggested that the impact of the College closing on the Surgery should be put in writing to the college; this was something that the local businesses had done.

The group requested that they may be able to have a wish list from the Surgery, Jo Shepherd said we would be able to draw one up.

Helen brought up the subject of recruiting members from all groups of the community, it was suggested that we contact the Parish council and tap into all the other groups held in the surgery. This will be discussed by Helen and Jo Shepherd. Other suggestions included contacting Mother and toddler groups and the local school head.

The point was raised that if we recruit too many people the group would become too big to work, Helen informed the group that she envisaged that the group may well end up splitting into sub groups to look at specific topics.

6) **Local Health watch – Dr John Fletcher**

Dr Fletcher gave a brief talk about the work of the Local Health watch, explaining how it is taking over from the existing Kent Link. The group is made up of all sorts of professionals mainly retired or non working. The Health watch will become part of Care Quality Commission from 2012; the group is a completely independent group but is financed by Kent County Council. It is also planned that from 2012 the Health watch group will take over the role of dealing with Complaints and Advocacy although it was believed that this may be a step too far. Jo Shepherd also explained that the Care Quality Commission would also bring another 35 Indicators that the surgery would have to achieve and show evidence of.

**H.G**

- 7) **New Telephone System**  
 The group were informed that the Surgery had changed its telephone system with immediate effect. Jo explained that the old system was seventeen years old and was becoming increasingly troublesome. The new system is hoped to improve access to the Surgery at peak times especially, future developments hope to include ordering prescriptions online. Helen had some notices that are available to be put up around the village that patients can collect if required. **H.G**
- 8) **Any other Business –**  
 Mrs Gould had been asked by Dr Crawley to see if the group could help him in a fundraising venture. Earlier this year Dr Crawley had travelled to India where he visited a Hospice and was horrified at the standard of care and lack of facilities, he is currently trying to raise £2000 in order to purchase some Syringe Drivers to take back there. The group felt that there was plenty they could do to help and made suggestions including a coffee morning, strawberry tea. An invite was extended to Dr Crawley to attend the next neighbourhood watch meeting (7<sup>th</sup> June) whom the group felt would be very happy to assist. Helen will speak to Dr Crawley and let Mr Thake know. **H.G**  
 It was also requested that Dr Crawley might write a small article for the Parish magazine in order to drum up some more support.
- Mr Morris raised the question of light pollution from the car park lights. Jo explained that when the surgery was built the lights conformed with regulations but obviously if we were building today we would have to have low level lights with diffusers, however she would discuss the options with the surgery electrician. **J.S**
- It was suggested that a copy of the Duty rota for Out of Hours Chemists be put on the front doors of the Surgery, Jo said this could be looked at.
- 9) **Date of next meeting:**  
 Following the large amount of topics discussed at the meeting and the need to organise both some fundraising events for Dr Crawley along with discussions that need to take place about the Patient Survey it was agreed that the next meeting would be in one month. **H.G**  
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- 10) **These minutes have been seen and agreed by the Partners at a Business Meeting on Monday \* May 2011.**  
**Signed by**

11) **Date of next meeting: Tuesday 14<sup>th</sup> June 6pm in Wye Surgery**