

Wye Surgery
Thursday 12th September 2019
Minutes of Patient Participation Group Meeting

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| Present | Chair - Judith Timms
Vice Chair – John Fletcher
Secretary – Eileen Burton
Helen Goodman - Practice Manager
Terry Donovan
Carole Farr
Pat Fletcher
Marlo Johnston
Robin Pelham-Reid
Margaret Rose | Action |
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| 1. | Apologies

Rita Hawes, Brian Varney, Kim Lowe, Enid Gould, Lucy Carvill,
Penny Haynes | |
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| 2. | Minutes of Last Meeting
The minutes of the last meeting should have reflected that HG agreed to send the consultation documents to Brian Varney and Chris, to discuss with the Community Council. BV also mentioned Conningbrook Lakes, the hockey club and Orchard Lane planning applications. | |
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| 3. | Matters Arising | |
| 3.1 | Dr Fox's Private Practice
Planning permission has been granted for his private practice in Wye. TD raised the issue of existing patients at Wye - can they see Dr Fox privately? There still seems to be some confusion. HG to query with Dr Fox. | HG |
| 3.2 | Volunteer Driving Service
Sally Barton designed the leaflets and then Robin took them to the surgery to be put out in reception, but as yet they are not out. HG to investigate. They have 8 or 9 drivers, but they only do Wye, not Hastingleigh. People living in Hastingleigh can use the Ashford service, which would cost about £6.50 as opposed to a taxi, which would cost £15. There are 6 or 7 people who actually use the service regularly. Robin has paid for the leaflets himself. Judith expressed her thanks to Robin, on behalf of the PPG. | HG |
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| 4. | Surgery Report | |
| 4.1 | Flu Clinic
The surgery now has nearly all the flu vaccine in stock and the | |

clinic is being held on 28th September. Patients who have signed up for the notifications will get a text message. There will be 4 nurses and a doctor present. Penny, Enid and Margaret may be able to help. JT going to ask them. JT

4.2 Nurse Practitioner

Liz Dennis has left. She came from a minor treatment centre in Faversham and did not adjust to the new environment. This leaves quite a big hole.

4.3

Improved Access Session

Spread the word as the appointments are not being fully utilised at the moment. The appointments are available with nurses on Thursdays 6:30-8:00pm. The utilisation across Ashford is similar. Where the doctor is being used, in other surgeries when a nurse is not available, the appointments are being booked, but the funding for doctors isn't there. The appointments can be used for a BP check, dressings, ECG's, B12 injections, Asthma reviews, diabetic reviews. They can't be used to take blood samples, as the blood cannot be collected in the evenings. The plan is also to be able to do smear tests. HG to send definitive list of what can be done.

HG

One of the issues with this is that if a nurse is seeing a patient from eg New Hayesbank, she can't see the patient record.

Various suggestions were made on how to publicise this service, although it is already widely publicised on tv, the surgery website and posters in the surgery: Parish Mag, posters at the Health Information Day, village noticeboards, the church, OPW Facebook Group.

EB
HG
RPR
MR

EB to put on OPW.

HG to give some posters to Pat Fletcher.

RPR will put one up in the church.

Margaret offered to take some up to Hastingleigh.

Judith will include a reminder re the availability of the Thursday evening appointments in the October parish magazine

JT

5.

Chair's Report

There are a lot of meetings going on about the Primary Care Networks (PCNs), STP etc. These are talking about patients, but there is very little patient engagement. How can we, as a PPG, engage in this process? There will be a good opportunity at the Health Information Day (HID) to ask these questions. Most patients don't have a clue about what is happening. We need a route map and more opportunities to be informed. JT is going to research Patient Engagement Officers and then contact them to ask how they are doing it. MJ said that we should provoke them into making some decisions regarding the hospital for strokes, A & E etc.

JT

There have been huge cuts over funding for voluntary organisations and many will struggle to keep going.

6. Virtual Group Report

Nothing to report

It was agreed that JT and EB to discuss a plan to get the virtual group members more involved, perhaps by asking for their feedback on specific issues.

EB/JT

7. Update on Surgery Boundaries

We have received the letter and the map of the proposed changes, although the map is not very clear. There could be an issue for Kennington people, but patients are fine if they are already registered. If a patient lives within the boundary and then moves, they will be taken off. If they live outside the boundary and are currently registered, this will not change.

Hinxhill new development will be within the Wye surgery boundary. The 2nd application on the boundary changes has gone in, but HG says that they are going to be really picky. Everybody is trying to protect their own surgery. Wye has 8700 patients, the second smallest in Ashford.

We have to consider the implications for our existing patients, but also spare a thought for the incoming families who will need a lot of services.

It was suggested that JT write to HG and partners giving PPG support to the suggested reduction in boundaries, but it was decided that we would wait for further information and bring it back on to the agenda in December.

There is no guarantee the reduction in boundaries will go through. The CCG may say that Wye Surgery is now part of the Ashford Stour Primary Care Network with 99,000 patients- and as such are collectively responsible for all patients within the PCN geographical area. Some surgeries have handed back their PCN contracts and then the CCGs have had to find new contractors to run them. Some of these will be private health companies such as Virgin Health.

There is now a real shortage of nurses and doctors are impossible to get at all, even if the funding is provided. Locums are very good at picking up the work, but they also create work. The suggested number of patients per partner is 2,200.

The salary that a paramedic practitioner is commanding is high, but they can't prescribe.

Section 106 - Town & Country Planning Act is about the developers offering the local authorities inducements to allow new developments and then not following through with the undertakings they have given to provide new build schools, GP Surgeries, Libraries etc. They are building up to the allowable percentage and then stopping. They are often not continuing to build the infrastructure needed to support a new community.

The next meeting on boundaries is in October. Jo has already provided further information to the CCG on the plan and map.

8. Health Information Day

The sub-group meeting was held this morning. JT has emailed a lot of people who have been approached before and also some

new ones. Crossroads and Kent Association for the Blind have been approached. For speakers JT has secured Beckie Burns and Dr Rashid is willing to come as long as her diary allows her. She is on the CCG and is the medical director of the PCN. Francis Morgan Howe from social care in Ashford is coming and will speak about what the vision is for social care in the PCN. We also have Andrew Judd, a police officer who will present a neighbourhood watch film on scams.

The presentations will begin at 10.30 until 12.00 ish. It was suggested that the event is publicised in the Kent Express. EB to contact them.

EB

RPR to put a notification in the Church news letter.

RPR

Posters should go in Pubs, Churches - Methodist, Brook, Hastingleigh churches. Everyone should collect the posters at the sub-group meeting on 3rd October and then do the poster drops.

We will ask attendees to give donations for cake. Judith, Jill Hills, Eileen, Kim, Marlo and Pat have all volunteered to make cakes. TD to ask the WI if they could provide cakes and sausage rolls.

TD

HG has kindly offered to pay for the hire of the hall and also to print the leaflets and posters.

OPW will set up the room, chairs and tables and also make and serve the coffees.

The Sydenham PPG representative is going to come. Chris Laker has said that he will send out the Parish Mag, with the HID article, to all the PPGs but apparently this has not happened yet.

9.

Flu Clinic

Included in the surgery report.

10.

GP Surgeries and Section 106 Monies

Included in the update on surgery boundaries.

11.

Reports from APPG

MJ reported that the last meeting was totally about Health Watch, the watchdog for the NHS but that there was enthusiasm expressed for the HID. It is hoped other Surgery PPG members will attend

12.

Report from OPW

The Home from Hospital Scheme is now the Wye Community Companions and new leaflets have been printed. HG would like some leaflets for the surgery. JT to ask Mary Stewart
The Community Lunch has just started again after the summer break. It is regularly attended by around 25 people and is still very popular. There is a new caterer as Lady J has changed the catering service.

JT

A question was asked about the Men's' Shed and EB said that an update on new activities would be given at the next meeting.

13. **Availability of Medicines post 31 October**
The surgery does have a Brexit plan, but there is not a huge amount on it. There are concerns about staff getting to work, negotiating the M20. Consumables may be an issue. The pharmaceutical companies will probably be stock piling. The surgery has been told not to.
Everyone needs to be prepared for disruptions.
14. **AOB**
TD thanked EB for the Quality of the minutes.
15. **Date of next meeting: Tuesday 26th November at 18:00 at Wye Surgery.**