**FMP Patient Participation Group Meeting**

**Wednesday 30th October 2019 12.00**

Present Dr Baker Dr Sawitzky Dr Gupta Kerin Austin Sarah Dyer Graham Elvy (Chair) Peter Weldon David Tilley Margaret Tilley Ken Rogers Janice Rogers Julie Taylor Jacqui Dabnor Carol Upton

1. Welcome to the New PPG Member Carol Upton – Introductions of all people present were made to Carol

2. Welcome and apologies from Ian Macdougald and Thelma Barrier

3. Minutes of last meeting were agreed and slight amendments made.

4. Matters arising not on the Agenda

a. Summary of complaints. We have looked at feedback as well as complaints received. We received patient feedback from NHS Choices as well at data collected from our Friends and Family survey. We are currently preparing posters to share the feedback we receive.

We have received 10 complaints since July. 2 were involving a clinical issue, 8 were related to errors or problems with communication. 1 problem involved a prescription problem which has now been resolved since transferring to EPS (electronic prescriptions service). 1 was an MIU problem, which will be resolved when we become a UTC (urgent treatment centre). 5 of the complaints involved other services, for example Hospital appointments, midwives departments and other outside agencies. This is not surprising as we are the first point of contact for patients, most problems get directed to us.

From the feedback we have received from our Friends and Family survey, 100% said they were highly likely to recommend our services to family and friends. This is from a total of 115 surveys.

We feel a review of feedback as well as complaints focuses on the positives as well as the negatives.

b. Newsletter. Dr Baker asked the group if they would be prepared to produce a newsletter that can be given out to patients and could be put up on the notice boards, possibly on a quarterly basis. If a sub group could produce the newsletter the Practice could make it into a hard copy. The Practice can also add items to it, providing information about the Practice. The group felt this was something they would like to do.

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Dr Baker asked the group if they would be happy to share their email addresses with the rest of the group.

**Action Point** - Sarah to send an email to the group email asking for everyone’s consent to sharing email addresses to assist with this.

c. Telephones . We have now prepared a new message which informs the caller they are being held in a queue. This is now with the telephone company for technical input. We will be looking at transferring to one Practice telephone number rather than two.

5. Urgent Treatment Centre. This has been a very long drawn out process. The Government wants all Walk In Centres to be called Urgent Treatments Centres with standard opening hours. This will not be very different to the service we currently provide. Contracts are currently being prepared and the process should be completed by the 1st December, although there are no guarantees it will be then. It will have staffing implications as we will be able to see and treat minor illnesses during surgery opening hours which we are not allowed to do under the current contract, and our patient numbers will increase. We are currently trying to recruit Urgent Care Practitioners at the moment but staffing is a problem nationally.

Xray opening hours will not change at the moment as this is run and staffed by EKHUFT (East Kent Hospitals). Xray figures have increased steadily and have now stabilised.

Graham asked about the current situation with signage. Kerin explained that this is being dealt with as part of the UTC process.

6. Primary Care Networks. There is now a monthly board meeting of the PCN’s (Primary Care Networks) which are created by neighbouring GP services working together. This is attended by Dr Moore (FMP) and Dr Lanker (Newton Place). One more GP from each Practice also attends the meeting. It is still early days for the PCN’s and they are currently looking at workforce numbers and how to include clinical pharmacists and social prescribers within Practice settings. Kerin and Claire Boraston (Newton Place) have been liaising

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with representatives from MIND, the Abbey Physic Garden and the Umbrella Centre. The PCN’s currently have a 5 year contract.

7. Practice Update.

a. We are currently advertising for 4 new reception staff and at least 1 Urgent Care Practitioner.

b. Flu Uptake As at 30th October we have vaccinated 52% of the under 65 age group and we have vaccinated 66% of the over 65 age group. This is a slight increase on the under 65 age group but a slight reduction on the over 65 age group at this time last year.

Dr Baker asked the group if they could come up with ideas and suggestions to help improve the numbers vaccinated for next years flu campaign, from a patients point of view. This could also be added to the newsletter.

The group asked if levels of the measles uptake in children could be available for the next meeting.

**Action Point** 1 - Sarah to obtain these figures for next meeting.

**Action Point 2** – Group to return after considering their involvement with the flu campaign next season.

c. One of our Urgent Care Practitioners has recently completed training with Macmillan Cancer Care. He will be setting up clinics to see newly diagnosed cancer patients.

d. We have a new system for recording and transporting blood samples to the Hospital. This is called the Indexor system and involves scanning a bar code on each bottle to record and track the sample, making it more secure.

The group asked if there was any progress on the premises improvement plans. Dr Gupta explained that there are a lot of cases across the country having a similar issue. The BMA have selected some cases to go to court over this and that will happen next year. We are not one of the cases going to court.

The group asked what effect the expansion of housing would have on the Practice. Dr Gupta explained that we will run out of space at some point but at the moment we have no plans to address this issue. He asked if the PPG could prepare a letter to give to the CCG to help our case, in at least increasing our use of this building. Graham agreed to prepare a letter on behalf of the PPG.

8. CQC report. This has not been received yet.

9. East Kent Hospitals site configuration. Ken provided some back ground information as to the current situation on the services and future of the local Hospitals. There are still different options being discussed and there are plans for a public consultation.

10. Report back from Participation and Listening Events. Mrs Tilley has looked into the Depression clinics being run by Newton Place. They are currently operating a drop in clinic on a Saturday morning for self referral or patients referred by their GP. It involves a piece of software to help patients analyse their own mood. The numbers attending are still low but slowly increasing.

11. PPG Terms of Reference. This was originally sent to the group in February 2018. We will circulate this to the group again for their comments.

**Action Point** Could the group send their comments to Jaqui to collate and present at the next meeting.

12. PPG Chairman. Graham has agreed to continue for the time being but feels he cannot devote the adequate amount of time needed to be able to fill the role properly.

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a. Place based workshop. This was attended by Dr Moore and Dr George. It did not bring to light anything that was not already happening anyway. We are already a training practice and are very supportive of staff training. It is still unclear the purpose of the PPG attending this.

b. Proposed Agenda items for the next meeting.

i Newsletter

ii Terms of reference

iii Action plan for the group, short term, mid term and long term

iv UTC Update.

**Any other business**

Ken wanted to let the group know that 1400 applications had been submitted for the 100 places at the new medical school.

It was requested if a speaker could be arranged from MIND for the Joint PPG meeting and possibly a pharmacist. Dr Gupta suggested someone from the LPC would be better than a local pharmacist.

**Action Point** Dr Gupta to contact LPC

**Dates of Next Meetings**

Wednesday 22nd January 12.00

Wednesday 29th April 12.00