

## **Patient Participation Group Meeting Minutes 05/07/2023**

**Attendees:** 8 attendees PPG.Sue, Rachael, Jo, Lorna.

### **1. Sign off previous minutes**

Everybody was happy with previous minutes.

### **2. Matters Arising**

The actions from previous meetings were discussed and they were all actioned.

- Clearer instructions for online access, Jo had done this and copies were provided.
- Contact details for PPG members, Jo had done this and circulated.
- Matters arising to future agendas, Jo will do this going forward.
- Link for phone demo sent to PPG members, this was actioned.
- Lorna to bring invites to PCN activities, Lorna actioned this.

It was agreed that Jo should circulate the matters arising spreadsheet with the minutes.

**Action: Jo.**

### **3. Online booking for nurse appointments**

A member said there is currently no option to book any appointments other than phlebotomy. Rachael explained that due to the current switch in appointment systems patients are unable to book any appointments at all online but we are working on resolving this. It was said he was unaware that appointments can be booked online at all, Rachael explained that it is a contract requirement to allow online booking up until now we have only had blood tests available to book but the surgery will be looking at having the new problems clinic available to book which is any patient with a problem that has been under four weeks.

It was asked whether GP appointments will be available, Rachael explained that it is not always appropriate for GP appointments to go online because they may be booked incorrectly and due to the lack of appointments we need to ensure the correct patients are seen by the appropriate clinicians and not all with GPs.

It was discussed that we will also be changing over phone systems **Action: Switch over date to be added to the website 25<sup>th</sup> August also add onto the website when appointments can be booked.**

### **4/5. Prescriptions**

It was started off by saying that the prescription clerks are very good and always helpful. It was asked why when medication is rejected patients are not informed. It was explained that patients are informed but when a GP rejects the medication it gets sent back to the admin team as a task so sometimes there can be a delay and by the time they have got to the task the patient has already phoned to find out where the medication is.

It was discussed that some of the pharmacies including Woolls next door have to send all of their prescriptions away and then it takes a few days to process after the GP has sent it to the pharmacy. **Action: Jamie to put this information on the website.**

It was explained that when a patient requests a prescription online it goes straight to the GP it does not go pass the admin team but when a paper prescription comes in it comes to the prescription clerk to check and send to the doctor.

It was asked if we as a surgery have any access to the organisation that has implemented the new system. Lorna explained that unfortunately it is not our duresstriction because it is a pharmacy process. It ultimately comes down to patient responsibility to chase a service if it is not working from the patient's point of view.

## **6. Patient Access to appointments**

It was agreed that this was mostly covered in agenda item 3. Rachael just updated everyone that we have gone from front desk to emis. Emis was already our clinical system and all of the other surgeries in the area already use this.

## **7. New phone system**

Rachael informed the PPG that she has just signed the contract for the new phone system X-On.

It was asked if calls that are not answered by 6:30pm should still be answered, Rachael said any calls that have joined the queue before 6:30pm should be answered by the receptionists.

It was discussed how unfortunately no telephone system will be able to generate appointments however it should help the patients get through to the surgery smoothly. Rachael said it also has the call back function to allow patients to hang up the phone and still remain in the queue. Rachael said the feedback from other surgeries that use the system were all positive.

It was agreed to add the phone system to the next PPG agenda to see how patients and staff are finding the new system. **Action: Jo to add**

## **8. Nursing concerns**

A member said she had heard some complaints regarding the dressing clinic so would like to clarify. She asked if patients were expected to bring a staple remover with them to their removal appointment. Rachael explained that the hospital give the patient the staple remover to the patient and they are asked to bring this with them. This is specialist equipment that the surgery does not stock.

It was also said that the nurses did not have a particular dressing on a patient's first appointment and asked if we have enough stock in the surgery. It was explained that we do have a supply of dressing equipment in the surgery but prescriptions for dressings are generated by the nurses after the first appointment and delivered directly to the pharmacy to ensure we have the appropriate dressings for each individual patients.

## 9. PCN Update

Lorna explained that the PCN have been focusing on the groups that need HPV, bowel and cervical screening. She said that Margate has a low intake for this and the PCN have been focusing on spreading the importance to all of the patients across Margate. Lorna said the PCN are working to publish information on social media, through McMillan, local Kent communities and Schools. It was suggested to approach the local pharmacies.

Lorna updated on the PCN ambulance, she explained that it will be used as part of a health promotion.

Lorna told the PPG that we would be having diabetes UK in the surgery this Friday to explain the importance of foot checks and general diabetic information.

## 10. Staff/ Surgery Update

Rachael said we have two new members of the Acute Care Team. Helena who is a paramedic practitioner and Damien – Lorna said he is the most qualified advanced medical practitioner in Thanet.

Nurse Ruth has retired after thirty five years and the surgery are looking to recruit a new nurse.

Alison is now appointed Head Receptionist and we have recruited a new Receptionist Magda. Sue said we have also employed a new admin member called Harriet.

Rachael said we currently are still looking to recruit a new secretary and another administrator.

There was a discussion around retaining staff especially GPs. Lorna said the medical school education are trying to come up with a plan but nothing is definite yet. Lorna said there is currently only 35 GPs in Thanet.

A member of the PPG asked about the diabetes lead as Ruth has left, Rachael explained that Fleur and Sabine our nurses are training in diabetes but we currently do not have a lead nurse for diabetes, but we do have Dr Jha who is the GP lead for diabetes at the surgery.

AOB:

It was mentioned that the screen outside was not working. **Action: Check screen.**

They also asked what happens when the GP asks for 7 day blood pressure. It was explained when this is handed in it gets checked by the pharmacist Ross and Admin member Jodie. If it is High or Low they will then be asked to come in for a review.

Another member informed the PPG for information she went for mammogram and the lady told her she had 9 DNA's in one day. They informed everyone that she will be sending a letter to the head of the mammogram service to try and resolve this.

It was asked whether when patients try to call the GP back if this can be put straight through to the doctor. Rachael said this was not possible. The doctors can only see/speak to a certain amount of patients a day for safety so this has to be monitored.

The next meeting was agreed for Wednesday 13<sup>th</sup> September at 10am.

**Post meeting note: Due to annual leave the meeting will be rescheduled 27<sup>th</sup> September at 10am.**