

Attendees: Sue, Rachael, Jo, Dr Mahmoud, Amanda and 7 PPG members

Sue started off the meeting and explained that Rachael will be joining shortly as she is currently in another appointment.

Discussion:

1. Sign off previous minutes

Sue checked with the rest of the PPG if they were happy with the previous minutes. Everyone agreed that they were happy.

2. Meet Dr Mahmoud

Sue introduced Dr Mahmoud and explained that he is our new salaried GP. Dr Mahmoud explained his background and that he used to work as a registrar at the surgery. He explained he enjoys working as a GP and that he has a passion for ophthalmology.

3. Patient Involvement officer QEQM

All of the attendees went around the table and introduced themselves. Amanda then explained that she has come as she would like to set up a PPG for the hospital and that she is trying to spread the word about the patient voice and involvement team.

Amanda explained her role as a patient involvement officer is to engage with patients who use the services at the hospital to gain feedback and hear stories whether that be positive or negative in hope to work towards improvements in the hospital and the services provided.

Amanda explained that her manager has a direct link to the EKHUFT board and they are able to present cases to them where they feel it may require improvement. She then explained that her job is a new role and she and colleagues are based in QEQM, K+C and William Harvey Hospital. She explained that they have been working hard to give patients a voice and that any input is welcome. Everyone expressed the same opinion that this service is a good idea and could hopefully lean towards making positive improvements.

A member of the PPG explained that the stoma clinic in Thanet has been rated the best in the country and this is because they listen and take the feedback from the patients themselves.

One of the AOB's forward because it tied in with Amanda's job role. He explained that he has recently had some trouble with communications with the hospitals secretaries and found it very hard to get in contact with anyone. He asked if this is something that Amanda's team will be looking in to. Amanda explained that there has been a lot of feedback from the patients regarding communications into the hospital whether that be phoning, letters or text messages. This is something they will be looking in to and she explained if patients have any experience that the PPG wish to share to contact her.

Amanda then handed out some leaflets with some information including contact details and urged anyone who is interested in getting involved to get in contact. **Post meeting note, copy of the leaflets will be attached with the minutes.**

#### 4. Terms of reference/ agreement

A participant explained a few items still needed to be corrected/changed.

**Action: RC to complete.**

#### 5. 'Why is it so difficult to see a doctor? Too many patients, insufficient doctors in attendance ect. How will this be overcome? '

It was explained that she understands the current demand that GP surgeries have and explained that she would like to know what actions Bethesda is taking to try and overcome this.

Rachael explained that Bethesda's patient numbers have not changed in the last few years and that we are trying to relieve the pressure as much as possible but the NHS as a whole is under pressure. At Bethesda we constantly have an advert out to hire a new GP but there is a lack of GPs in the area.

Rachael then said we have employed a new nurse who is training to become a member of the acute care team. We also have another new nurse Sabine, a health care assistant, Claudia and a new phlebotomist, Stephanie. We also have employed a nursing associate, Darcy. Rachael also said that we have put in protocols for reception and admin team to try and relieve some of the pressure, such as our signposting protocol and the new pharmacy booking

scheme. It was then discussed that with the new protocol the reception team can often advise the urgent treatment centre if there are no appointments left. A discussion then took place on how it might be helpful to have a map of the hospital linked into our website. **Post meeting note : this is unfortunately not possible due to the hospital not updating the map because of the building work.**

#### 6. Signposting protocol update

Rachael explained that the reception team are still following the protocol and that it seems to be working well and relieving a lot of pressure from the on call GPs. There has been a few changes since it was started, such as care homes are now able to be put through to be triaged by the on call GP.

#### 7. Prescription time frame

It was explained that a friend had recently had a delay with getting her prescription and she wanted to know when the request should be put in. Rachael explained that it is best to put a prescription request in around a week in advanced to allow time for this to be actioned and sent to the pharmacy.

It was then discussed that Palm Bay Pharmacy now charge for delivery of the medications. It was suggested to change to Woolls pharmacy as they deliver for free.

#### AOB

A participant explained that he had received a letter from Bath and wondered if this was cost affective. Rachael explained that the letters are sent via a system called 'Docmail' which allows Bethesda to send bulk letters for the routine reviews they may require, letters only get sent to patients who do not have a mobile and/or email. She also explained that it is cheaper to send this way rather than using our own franking machine.

It was also said he noticed a few issues with our website. Firstly the header and address was not clear and did not show the actual address and the prescriptions link did not work. **Action: Jamie**

It was asked what happened previously with the vaccine walk-in clinic, as she came into the surgery to have her pneumonia vaccine but the surgery had run out. Rachael explained that the surgery had a much larger turn out than expected and apologised for the inconvenience. Rachael then also said we will be having another vaccine clinic on Saturday 28<sup>th</sup> January 2023.

Monica then reminded Rachael that the chairs in reception have still not been moved around. **Action: Rachael to arrange for the changes to be made.**

The next PPG date was agreed for Wednesday 01<sup>st</sup> March 2023 at 10am.