

# Minutes of the Virtual Patient Participation Group Held on 7<sup>th</sup> January 2021 at Bridge Health Centre



## Attendees:

Name	Representative from:	Initials
Michael Stewart (Chairman)	Rural Hub (Bridge & Littlebourne)	MS
Peggy Pryer	Rural Hub (Bridge & Littlebourne)	PP
William Pettit	Rural Hub (Bridge & Littlebourne)	WP
Janet Stellan	City Hub (Cossington House & London Road)	JS
Linda Smith	Rural Hub (Bridge & Littlebourne)	LS
Dr James Cole	GP	JC
Dr James Hinksman	GP Partner	JH
Nicola Cloughley	Social Prescriber	NC
Martin Rayner	Clinical Pharmacist	MR
Dee Stenning	Practice Manager	DS
Sandra Cook	Reception Manager	SC
Vicki Cook	Administrator	VC

01/9	<p><b>Welcome and Introductions</b> DS welcomed members to the meeting. PH passed on his apologies of being unable to attend the meeting (due to IT issues)</p>	DS
02/9	<p><b>Minutes of previous meeting / matters arising –</b> Minutes of the previous meeting were discussed.</p>	MS/DS
03/9	<p><b>Practice – Staffing news and update</b></p> <p><b>New Joiners to CMP:</b> DS reported that we have some new members of the staff since the last meeting. <b>Tim &amp; Rose</b> have both joined the reception team. <b>Dr Jim Cole</b> joined the practice in September and will be based in the City Hub. Lastly, <b>Dr Oluwamayowa Adewole</b> has joined the practice as a ST3.</p> <p><b>Staff leaving CMP</b> DS stated that <b>Pippa</b> (Senior Receptionist) &amp; <b>Teresa</b> (Dispensary) have both moved to pastures new. <b>Dr Kabita Gurung</b> (ST3) is currently on maternity leave.</p> <p>JS asked how many full-time and part-time members of staff we have. DS stated we have 3 full-time &amp; 10 part-time members of staff.</p> <p><b>Complaints overview and themes</b> DS updated the group with a summary of recent complaints recorded:</p> <ul style="list-style-type: none"> <li>• 4 new complaints</li> <li>• 10 closed complaints</li> <li>• 14 open complaints</li> </ul> <p>The themes were:</p> <ul style="list-style-type: none"> <li>• 5 - Staff Attitude</li> <li>• 4 - Referrals</li> <li>• 3 - Prescriptions</li> <li>• 4- Access</li> <li>• 8 - Misc</li> </ul>	DS

04/9	<p><b>Pandemic Response &amp; Potential Impact on CMP Services and Access</b></p> <p>DS stated that this year has been an extremely challenging year for all. We have all had to undergo significant changes to how patients are booked in for appointments and attend visits to the surgery with numerous different systems and processes changing to accommodate this and ensure the safety for all.</p> <p>CMP have adapted exceptionally well to the changes necessary to ensure we adhere to the Covid19 pandemic restrictions and regulations.</p> <p>We are very fortunate to have such a dedicated team who work tirelessly for the good and benefit of our patients. We are very proud of our staff and the services we currently provide.</p> <p>We would also like to thank our patients for their co-operation.</p>	DS/JH/JC
05/9	<p><b>Coronavirus Vaccinations &amp; CMP Involvement</b></p> <p>DS updated the members of the patient group that CMP has commenced the vaccination programme with Bridge Health Centre being chosen as a dedicated host site. Unfortunately JM couldn't attend the clinic but VC obtained some information after the meeting for the minutes:</p> <p>We held clinics running over 3 ½ days to 6pm on Christmas eve and have <b>almost</b> successfully vaccinated of all the patients over 80s. In conjunction with this we are also vaccinating our second cohort of patients aged 75-79 as well as the care home residents and staff. We are planning more clinics soon as national delivery schedules are confirmed so a rolling programme can be under way.</p>	DS/JM/VC
06/9	<p><b>New Premises at K&amp;C – Ethelbert Road</b></p> <p>DS updated the PPG members on the exciting development of the new premises which will be named Ethelbert Road. DS stated that the HSCN line is already in place (which caused the delay in opening Littlebourne Surgery). The plan is for the surgery to be completed by 2<sup>nd</sup> February 2021. Furthermore, the objective is to be moving into the building on 19<sup>th</sup> February and to be open to the public on 21<sup>st</sup> February.</p> <p>The car park was discussed and DS stated that there will be barriers which will operate on number plate recognition software. There will then be a screen in reception where the patient will enter their information and they will have an allocated time frame in the surgery which is sufficient to their appointment. Lastly, DS mentioned that the car park is managed by EKHUFT and any fines that are issued will come from this company not the surgery.</p> <p>DS stated there will be 34 car parking spaces, electronic charge ports and disabled bays. In addition, public transport links are being investigated for patients but there is no further information at present. PP asked whether the OOH GPs that work in the hospital would use our building and JH stated that there are no immediate plans at present to implement this.</p>	DS
07/9	<p><b>NHS App</b></p> <p>DS mentioned the NHS app as a fantastic platform to empower people to participate in their health and care. DS encouraged the promotion of the app and it was discussed on how to register. <b>ACTION:</b> VC &amp; SC to discuss promotion of the NHS app.</p>	DS

08/9	<p><b>Any other business</b></p> <ul style="list-style-type: none"> <li>• WP mentioned he attends the NHS Kent and Medway Clinical Commissioning Group Canterbury Public Reference Group and whether this should be fed back to the PPG. It was agreed that this would be beneficial to the members of the PPG and this will be a standardised agenda item.</li> <li>• PP asked about whether the practice could have a social media platform such as Facebook. DS stated that due to staff resources and capacity this would not be feasible but as everything on our practice website is public information it can be shared.</li> <li>• LS elaborated on this to ask whether the patient newsletter could be shared in the parish magazine. LS to pass information onto VC to action.</li> <li>• Lastly, MR introduced himself and his role to the PPG members. MR stated that his role entailed: <ul style="list-style-type: none"> <li>– In-depth medication reviews and focusing on medication reduction where it is appropriate.</li> <li>– Improving safety, outcomes and values from medicines through a person-centred approach to safe, effective medicines use.</li> </ul> </li> </ul>	All
09/9	<p><b>Date and time of next meeting:</b></p> <p style="text-align: center;"><b>Thursday 8<sup>th</sup> April</b></p>	All

**LIST OF ACTIONS:**

<b>Action 1</b>	VC & SC to discuss promotion of the NHS app.	VC
<b>Action 2</b>	VC to contact the parish magazine to include our practice newsletter.	VC