

# Minutes of the Patient Participation Group

## Held on 26<sup>th</sup> August 2021 at Ethelbert Road Surgery

### Attendees:

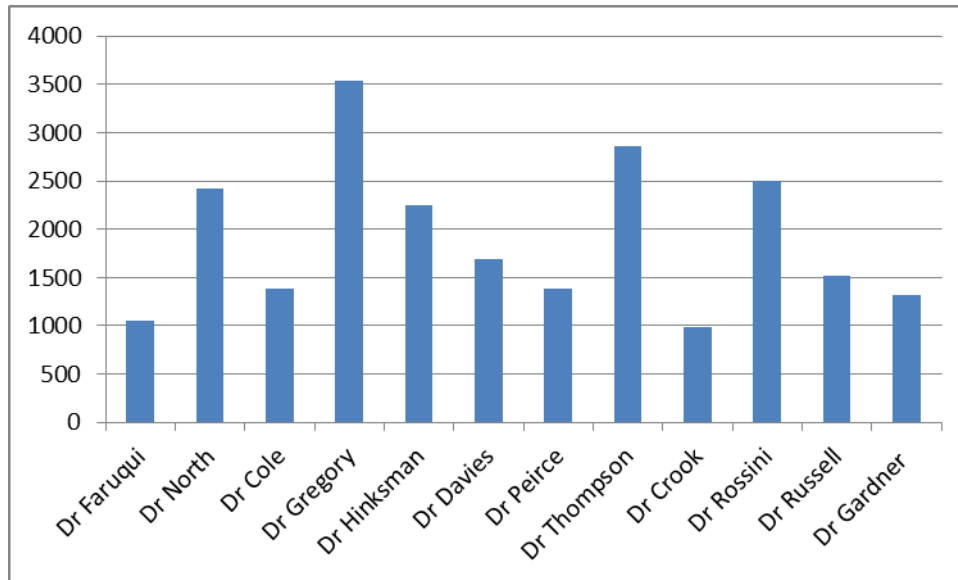
Name	Representative from:	Initials
Michael Stewart (Chairman)	Rural Hub (Bridge & Littlebourne)	MS
Peggy Pryer	Rural Hub (Bridge & Littlebourne)	PP
William Pettit	Rural Hub (Bridge & Littlebourne)	WP
Janet Stellan	City Hub ( Ethelbert Road Surgery )	JS
Linda Smith	Rural Hub (Bridge & Littlebourne)	LS
Kate Wortham	Rural Hub (Bridge & Littlebourne)	KW
Elizabeth Kirkwood	Rural Hub (Bridge & Littlebourne)	EK
Peter Holwell	Rural Hub (Bridge & Littlebourne)	PH
John Todd	City Hub (Ethelbert Road Surgery)	JT
Sandra Cook	Reception Manager	SC
Vicki Cook	Administrator	VC

1/12	<p><b>Welcome and Introductions</b></p> <p>MS welcomed members to the meeting. Apologies were passed on from Dee Stenning who was unable to attend.</p>	MS
2/12	<p><b>Minutes of previous meeting / matters arising</b></p> <p>Minutes of the previous meeting were discussed and no further action was required.</p>	MS
3/12	<p><b>Practice – Staffing news and update</b></p> <p><b>New Joiners to CMP:</b></p> <p>VC mentioned that there have been a few new starters to Canterbury Medical Practice.</p> <p>In the reception team there has been the following new staff start:</p> <ul style="list-style-type: none"> <li>Jackie Latham</li> <li>Weronika Zieba</li> <li>Fern Petch</li> <li>Ellie Barnes</li> <li>Ella Minter (bank reception)</li> </ul> <p>The following registrars have also joined the practice:</p> <ul style="list-style-type: none"> <li>Dr Adebayo Mapayi (ST2) and will be with the practice until August 2022. He will be working Monday, Tuesday, Thursday &amp; Friday.</li> <li>Dr Sachin Kaulige (ST2) will be starting on 13<sup>th</sup> August for four months and will be working on Monday and Friday</li> <li>Dr Kabita Gurung (ST3) will be returning to the practice in October – date to be confirmed.</li> </ul> <p><b>It was asked what is a ST2/ST3 and Sandra explained that it indicates where the registrar is in their training. With an ST3 been the step before they become fully qualified.</b></p> <p>Staff who have recently been promoted:</p> <ul style="list-style-type: none"> <li>Kerry Barnes has been promoted from reception supervisor to reception manager alongside Sandra Cook</li> <li>Kate Minter (administrator) has been promoted to Deputy Clinical Services Manager and will be starting in September.</li> </ul> <p><b>Staff leaving CMP</b></p> <ul style="list-style-type: none"> <li>Dr Will Davies</li> </ul>	VC/SC

- Dr Adrian North
- Judith Marsh (Executive Nursing and Quality Lead) will be leaving at the end of October
- Tania Povall (administrator) will be leaving at the beginning of September
- Charlotte Uden (reception)
- Sophie Rogers (reception), however she will be taking on the role of a care home co-ordinator working alongside the surgery and care homes.

**It was mentioned whether we could have photos of the staff on the practice website. VC to discuss with DS.**

It was mentioned what the figures are for patient: GP ratios are:



JT asked for information regarding the number of staff we have at the practice and number of full-time and part-time GPs. Please see below:

- 76 staff
- 3 full time partners
- 3 part-time partners
- 5 part-time Salaried GP's
- 2 trainee GP's

#### **Complaints overview and themes**

VC updated the group with a list of complaints in DS's absence but was unable to pass on whether these were opened or closed.



There has been 41 complaints since the last meeting

The themes were:

- 5 - Staff Attitude
- 6- Treatment
- 1 - Referrals
- 3 - Prescriptions
- 19- Access
- 8 – Misc

4/12	<p><b>Seasonal Flu &amp; COVID Campaign – Phase 3</b></p> <p><b>COVID update:</b> Canterbury Medical Practice have signed up as part of Canterbury South PCN to deliver phase 3 of the COVID-19 vaccine programme (once finalised), i.e. boosters to the most vulnerable cohorts. Timelines are not yet confirmed but we are hoping for September. We are continuing to promote the need for all staff and patients to wear masks, practice social distancing and use hand gel. Also as a PCN we are still running the Oximetry at home service for patients diagnosed positive with COVID-19, which has been very successful at keeping patients at home and only admitting to hospital where necessary.</p> <p><b>FLU 2021:</b> we have clinics on 11<sup>th</sup>, 18<sup>th</sup> and 25<sup>th</sup> September (for over 65s) across all sites morning and afternoon with two nurses at each. We hope to utilise the extended hour service at Bridge Health Centre for patients under 65. We are finalising a plan for the housebound and care home residents. We are confirming a plan for invites and these should be going out the w/c 31<sup>st</sup> August. Communication will also be going out on the website and via text messaging.</p> <p><b>It was asked what the expectation is for this year on flu numbers compared to last year:</b></p> <div data-bbox="256 824 1339 1305" data-label="Figure"> <table border="1"> <caption>Canterbury Medical Practice - Seasonal Influenza Vaccination Uptake (2020/21)</caption> <thead> <tr> <th>Week</th> <th>Children aged 2 years</th> <th>Children aged 3 years</th> <th>65 and over</th> <th>Under 65</th> <th>Pregnant Women</th> </tr> </thead> <tbody> <tr><td>Week 41</td><td>10</td><td>15</td><td>50</td><td>15</td><td>15</td></tr> <tr><td>Week 42</td><td>20</td><td>25</td><td>60</td><td>20</td><td>20</td></tr> <tr><td>Week 44</td><td>35</td><td>40</td><td>70</td><td>30</td><td>30</td></tr> <tr><td>Week 45</td><td>50</td><td>55</td><td>75</td><td>40</td><td>40</td></tr> <tr><td>Week 46</td><td>55</td><td>60</td><td>75</td><td>45</td><td>45</td></tr> <tr><td>Week 47</td><td>60</td><td>65</td><td>75</td><td>50</td><td>50</td></tr> <tr><td>Week 48</td><td>85</td><td>75</td><td>75</td><td>60</td><td>60</td></tr> <tr><td>Week 49</td><td>70</td><td>70</td><td>75</td><td>65</td><td>65</td></tr> <tr><td>Week 50</td><td>75</td><td>75</td><td>75</td><td>65</td><td>65</td></tr> <tr><td>Week 52</td><td>70</td><td>70</td><td>75</td><td>65</td><td>65</td></tr> <tr><td>Week 53</td><td>70</td><td>70</td><td>75</td><td>65</td><td>65</td></tr> <tr><td>Week 1</td><td>70</td><td>70</td><td>75</td><td>65</td><td>65</td></tr> <tr><td>Week 2</td><td>70</td><td>70</td><td>75</td><td>65</td><td>65</td></tr> <tr><td>Week 3</td><td>70</td><td>70</td><td>75</td><td>65</td><td>65</td></tr> <tr><td>Week 4</td><td>70</td><td>70</td><td>75</td><td>65</td><td>65</td></tr> </tbody> </table> </div> <p><b>The chart above shows the entire uptake of seasonal influenza vaccinations across the various eligible cohorts for 2020/21.</b></p>	Week	Children aged 2 years	Children aged 3 years	65 and over	Under 65	Pregnant Women	Week 41	10	15	50	15	15	Week 42	20	25	60	20	20	Week 44	35	40	70	30	30	Week 45	50	55	75	40	40	Week 46	55	60	75	45	45	Week 47	60	65	75	50	50	Week 48	85	75	75	60	60	Week 49	70	70	75	65	65	Week 50	75	75	75	65	65	Week 52	70	70	75	65	65	Week 53	70	70	75	65	65	Week 1	70	70	75	65	65	Week 2	70	70	75	65	65	Week 3	70	70	75	65	65	Week 4	70	70	75	65	65	VC/SC
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5/12	<p><b>Demand &amp; Capacity</b></p> <p>Canterbury Medical Practice is aware that some changes need to be made to how we manage appointment bookings in order to meet demand and capacity. Patients are contacting the surgery with problems that they have been holding back on and we need to ensure the regular reviews are on track. The main concerns we have heard from patients is that when they do get through the appointment is too far ahead or they have trouble getting through in the first place (i.e. long waits on the phones).</p> <p>We are looking to implement a system based on patients being able to speak or see the right person within the right time, <b>“right person, right time.”</b></p> <p>We are looking at an e-consult system which is in place at other surgeries where by the patient would fill in an online consultation or if they weren’t able to the receptionist can fill in a form over the phone. These would be sent electronically to a team of triaging clinicians so that patients who needed to be telephoned or seen that day would be and other more routine issues would be placed in appointments with an appropriate timescale.</p>	SC																																																																																																

	<p>It was asked about patients who would struggle to use the phone for a consultation and SC informed them that we have alerts on patient's records to inform reception that they need a face-to-face appointment.</p>	
6/12	<p><b>Patient Access App</b>          Launched a new feature in May which provides users with their COVID-19 vaccination status on their smartphone/tablet. This option is visible to people who have access to medication and immunisations in their care record. It will show whether it is the first/second vaccination, the name of vaccination and the date administered.</p> <p>JT mentioned about an app (Healthera) that allows you to order repeat medication and track your order via an app. WP mentioned that it would be useful to have a page of suggested apps for patients to use. <b>VC to discuss with DS.</b></p>	VC/SC
7/12	<p><b>Type 1 Opt Out</b>          The NHS uses patient data daily which is used in many ways from deciding where to provide new clinics and GP practices to informing guidance and government responses, including managing and monitoring the Coronavirus pandemic.</p> <p>The NHS will use patient data for the following:</p> <ul style="list-style-type: none"> <li>• Monitoring long-term safety and effectiveness of care</li> <li>• Planning health and care services</li> <li>• Preventing spread of infectious diseases</li> <li>• Identifying new treatments and medicines through health research.</li> </ul> <p>NHS digital will collect:</p> <ul style="list-style-type: none"> <li>• Data about diagnosis, symptoms, observations, test results, medications, allergies, immunisations, referrals, recalls and appointments.</li> <li>• Data on sex, ethnicity and sexual orientation.</li> <li>• Data about staff that have treated patients.</li> </ul> <p>NHS digital will not collect:</p> <ul style="list-style-type: none"> <li>• Name and addresses (except postcode, in a unique coded form).</li> <li>• Written notes</li> <li>• Images, letters and documents.</li> <li>• Coded data not needed due to its age</li> <li>• Coded data GPs not permitted to share by law.</li> </ul> <p>NHS digital have stated that any data the NHS Digital collects will only be used for health and care purposes. It is never and will never be shared with marketing or insurance companies.</p> <p><b>Type one opt out:</b> this stops your data from being shared outside your GP practice for anything other than your own care.</p> <p><b>National opt- out:</b> this stops your data from being shared by NHS digital with other organisations, except when there is a legal requirement to do so, i.e. such as managing a Coronavirus outbreak.</p>	VC – notes kindly provided by KW

8/12	<p><b>Ethelbert Road Parking Arrangements</b></p> <p>Car parking at Ethelbert Road Surgery is free of charge provided patients enter their car registration details into the parking eye screen adjacent to the check in screen. There is also free parking on the road surrounding the hospital (for four hours).</p> <p>If patients fail to enter their details or they have entered them incorrectly a fine of £100 will be issued which the surgery can cancel on patient's behalf.</p> <p>We are reminding patients when they check in to enter their details into the machine, as well as having information on our TV screens and website.</p> <p>In relation to staff the Canterbury Bowling Club has kindly arranged a designated car parking area for staff up to 18:00.</p>	VC/SC
9/12	<p><b>System Discharge Pathways</b></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">         Hospital Discharge Focus Groups poster     </div> <div style="text-align: center;">         Canterbury Public Reference Group_SDI     </div> </div>	KW/WP
10/12	<p><b>NHS Kent &amp; Medway Clinical Commissioning Group Canterbury Public Reference Group – Updates</b></p> <p>N/A</p>	WP
11/12	<p><b>AOB</b></p> <p>PP mentioned about DNAR forms and their visibility to paramedics and this should be a national campaign.</p> <p>PP also mentioned about the difficulty of reversing out of the disabled spaces at Ethelbert Road, as it goes out onto a busy road.</p> <p>Patients being registered at individual sites were discussed and SC mentioned that patients are assigned to a surgery and we try to offer patients their preferable location, GP etc... But if there is a sooner appointment at another surgery we would offer them this.</p>	
12/12	<p><b>Date and time of next meeting:</b></p> <p style="text-align: center;"><b>Thursday 25<sup>th</sup> November at 18:30 at Ethelbert Road Surgery</b></p>	All

**LIST OF ACTIONS:**

<b>Action 1</b>	VC to discuss with DS re photos of staff on website	VC
<b>Action 2</b>	VC to discuss with DS re a list of preferable apps for patients to use.	VC