

Minutes of the Patient Participation Group

Held on 23rd October 2018 at Bridge Health Centre

Attendees:

Name	Representative from:	Initials
Michael Stewart (Chairman)	Rural Hub (Bridge & Littlebourne)	MS
Elizabeth Kirkwood	Rural Hub (Bridge & Littlebourne)	EK
Peter Holwell	Rural Hub (Bridge & Littlebourne)	PH
Peggy Pryer	Rural Hub (Bridge & Littlebourne)	PP
William Pettit	Rural Hub (Bridge & Littlebourne)	WP
Dr Mark Jones	GP Partner	MJ
Judith Marsh	Executive Nursing & Quality Lead	JM
Sandra Cook	Reception Manager	SC
Dee Stenning	Operations Manager	DS

Apologies:

Lynne Couperthwaite	Rural Hub (Bridge & Littlebourne)	LC
Janet Stellan	City Hub (Cossington & London Road)	JS
Jennifer Ridley	City Hub (Cossington & London Road)	JR
Elizabeth Stewart	Rural Hub (Bridge & Littlebourne)	ES
Daphne Wood	City Hub (Cossington & London Road)	DW
Peter Wood	City Hub (Cossington & London Road)	PW
Wendy Harris	City Hub (Cossington & London Road)	WH

01/10	<p>Welcome and Introductions MS welcomed members to the meeting. Apologies were noted as above</p>	MS									
02/10	<p>Minutes of previous meeting / matters arising – JM updated the group – actions completed.</p> <table border="1" style="width: 100%;"> <tbody> <tr> <td style="width: 15%;">Action 1</td> <td style="width: 60%;">Dispersal of Outpatient Services: To follow up with CCG and link with WP / MS as may need formal communication to the CCG – feedback to CCG</td> <td style="width: 25%;">MJ/ JM</td> </tr> <tr> <td>Action 2</td> <td>Presentation of CHOC and further developments on next meeting agenda – on agenda</td> <td>JM</td> </tr> <tr> <td>Action 3</td> <td>K&C Minor Injury Service – to confirm opening times – GP in A&E and</td> <td>JM</td> </tr> </tbody> </table>	Action 1	Dispersal of Outpatient Services: To follow up with CCG and link with WP / MS as may need formal communication to the CCG – feedback to CCG	MJ/ JM	Action 2	Presentation of CHOC and further developments on next meeting agenda – on agenda	JM	Action 3	K&C Minor Injury Service – to confirm opening times – GP in A&E and	JM	MS / JM
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03/10	<p>Practice – General Updates:</p> <p>Welcome to Dee Stenning – Operations Manager who will be the central PPG contact going forward</p> <p>Staffing news and update – DS updated staff changes including Kelly Paddock (Senior Practice Nurse) leaving end of December. New non-clinical staff including senior, new secretary, new receptionists.</p> <p>Telephone System – SC updated re: the new system and how the practice can now analyse the data and flex the system. Have already acted on patient</p>	JM/ DS / SC									

	<p>feedback and amended telephone message. Will feedback a short report at the next meeting.</p> <p>Complaints overview and themes – DS updated the group re: complaints process at the practice and she will be taking overall responsibility for this process.</p> <p>Triage planned project – JM briefly discussed the proposed plan for a triage project to be developed with a small working group to address the access at the practice. MS commented that on occasions there is difficulty and SC confirmed appointment templates are put on the system 6/52 ahead.</p> <p>Improved Access – JM updated the group re: Improved Access to appointments, which has enabled more access for patients from 1st October: 8.00am – 8.00pm. The appointments from 6.30pm – 8.00pm are available for all patients across Canterbury:</p> <p>Monday – CMP Tuesday – University Medical Centre Wednesday – New Dover Road Thursday – CMP Friday – Northgate</p>	
04/10	<p>New Site(s) update:</p> <p>Littlebourne Surgery – MJ updated the group re: developments and plans on track to open early 2019.</p> <p>New Premises at K&C – progressing through NSHE and CCG governance – plans on track for early 2020.</p>	MJ
05/10	<p>Deferred items from previous meeting:</p> <ul style="list-style-type: none"> - Ic24 services – discussion re: GP out of hours cover - Dispersal of outpatient services – MJ updated in relation to CCG awareness of need for care closer to home vs ensuring accessibility for patients 	JM / MJ
06/10	<p>CHOC update:</p> <p>The CHOC poem video was shown to the group and brief discussion to what is the best way of ensuring patients can understand the CHOC aims. Further consideration to adding to the waiting room screens.</p> <p>Link to video: http://www.encompass-mcp.co.uk/encompass-mcp-vanguard-poem/</p>	JM
07/10	<p>Patient issues</p> <p>Patient feedback</p> <ul style="list-style-type: none"> - discussed delay in accessing appointments ahead online <p>Patient newsletter & communication with Patients – the latest patient newsletter was discussed and the practice would in future involve the PPG in developing the newsletter to patients as it was recognised this was essential</p>	

08/10	<p>Any other business</p> <p>EK CCGs and special measures – MJ updated the group in relation to the CCGs across East Kent and plans for local care models</p> <p>Stroke Consultation outcome – MJ updated the group in relation to the outcomes of the consultation. Link for further information: https://kentandmedway.nhs.uk/stroke/reports/</p> <p>Future considerations for PPG meetings:</p> <ul style="list-style-type: none">- Advanced Nurse Practitioner role.- Review of complaints.- Review of patient survey.- Roles of PPG Members and to identify practice areas to feed into.	MJ
09/10	<p>Date and time of next meeting:</p> <p>Tuesday 19th February 2019: 6.30pm at Bridge Health Centre.</p>	DS

LIST OF ACTIONS:

Action 1	Brief report re: telephone system and analysis of data to next meeting	SC
Action 2	To involve PPG members in further development of the Patient newsletter	DS
Action 3	For DS on development of PPG agenda	DS