

## Minutes of the Patient Participation Group Held on 27<sup>th</sup> March 2018 at Bridge Health Centre

### Attendees:

Name	Representative from:	Initials
Michael Stewart (Chairman)	Rural Hub (Bridge & Littlebourne)	MS
Elizabeth Stewart	Rural Hub (Bridge & Littlebourne)	ES
Elizabeth Kirkwood	Rural Hub (Bridge & Littlebourne)	EK
Peter Holwell	Rural Hub (Bridge & Littlebourne)	PH
Jennifer Ridley	City Hub (Cossington & London Road)	JR
Wendy Harris	City Hub (Cossington & London Road)	WH
Daphne Wood	City Hub (Cossington & London Road)	DW
Peter Wood	City Hub (Cossington & London Road)	PW
Dr Mark Jones	GP Partner	MJ
Judith Marsh	Executive Nursing & Quality Lead	JM
Sandra Cook	Reception Manager	SC

### Apologies:

Peggy Pryer	Rural Hub (Bridge & Littlebourne)	PP
William Pettit	Rural Hub (Bridge & Littlebourne)	WP
Lynne Couperthwaite	Rural Hub (Bridge & Littlebourne)	LC
Janet Stellan	City Hub (Cossington & London Road)	JS
01/03	<p><b>Welcome and Introductions</b> MS welcomed members to the meeting. Apologies were noted as above</p> <ul style="list-style-type: none"> <li>• MJ updated that Helen Sutton has moved onto pastures new since the previous meeting.</li> <li>• JM gave an overview of her new nursing and quality lead role within the practice, her nursing background and commissioning experience and will support the patient group going forward.</li> </ul>	MS
02/03	<p><b>Minutes of previous meeting / matters arising</b></p> <ul style="list-style-type: none"> <li>• Blood test appointment availability update - this was discussed further and there is now more capacity with additional early appointments being offered at Bridge Health Centre.</li> </ul>	MS

03/03	<p><b>Timings for getting prescriptions to the chemist</b></p> <ul style="list-style-type: none"> <li>MS raised the issues of delay in prescriptions. The group discussed the prescribing routes and the possible delay between prescriptions issued at the practice and dispensing at the pharmacy. JM has recently met with the pharmacist at Bridge Pharmacy and will continue to align the processes as electronic prescribing should prevent any delay.</li> <li>The practice is awaiting CCG feedback to ensure the medication reviews are not duplication of work. JR explained the difference in the medication reviews she had at the practice (more detailed review in line with her medical history) and the pharmacy (more in relation to compliance and method of taking meds)</li> <li>Further discussion re: repeat prescriptions, WH raised the issue of being able to request a larger quantity if going on holiday and the need to communicate to patients how to request this. JM/SC to consider communication to patients</li> </ul>	MS
04/03	<p><b>New Site(s) update</b></p> <ul style="list-style-type: none"> <li>MJ updated the group re: the new Littlebourne premises at Court Hill which are now under construction and progressing well, due to be completed around September 2018.</li> <li>The New KCH practice premises continues to progress through the development phases and is on track for 2019.</li> </ul>	MJ
05/03	<p><b>Stroke Services - consultation</b></p> <ul style="list-style-type: none"> <li>In the absence of PP, JM and MJ briefly summarised the purpose of the current stroke consultation which is being conducted across Kent &amp; Medway. There are leaflets across the practice sites and all have the opportunity to feed into the consultation either via the website or by attending one of the planned consultation events across Kent &amp; Medway</li> <li>Website address: <a href="https://kentandmedway.nhs.uk/stroke/">https://kentandmedway.nhs.uk/stroke/</a></li> </ul>	PP/JM
06/03	<p><b>IC24 Services - new OOH provider</b></p> <ul style="list-style-type: none"> <li>This discussion was deferred in PP's absence; however JM confirmed that IC24 are now providing the Out of Hours Service as they took over from Primecare on 1<sup>st</sup> December 2017.</li> </ul>	PP/JM
07/03	<p><b>Dispersal of outpatient services</b></p> <ul style="list-style-type: none"> <li>This was deferred in WP's absence as he had wanted to raise "<i>the issue of the relocation of outpatient clinics from the K &amp; C to local surgeries and the implications for our patients</i>" however JM and MJ were unable to update and this item was deferred to the next meeting</li> </ul>	WP
08/03	<p><b>Update on services patients can expect on discharge from acute hospitals and how they can access them</b></p> <ul style="list-style-type: none"> <li>PH raised the issue of a poor discharge as no support services were in place. MJ and JM assured the group that there is an integrated service in place when patients are discharged (Discharge to assess scheme). MJ discussed that the best place for the majority of patients to recover is at home if they have the right support.</li> <li>JM asked for any more examples of poor discharge as she can link in with the CCG and the discharge team to review the issues.</li> </ul>	PH
09/03	<p><b>Any other business</b></p> <ul style="list-style-type: none"> <li>PH raised the issue of the sign in the Bridge Car Park behind the tree - may need to review</li> <li>WP has asked to raise the Canterbury and Coastal Patient Reference Group Development Day on Thursday 19th April at the ARCA Hall in Thanington (10.00am - 3.00pm) see attached invitation as all patients of Canterbury and Coastal CCG practices are welcome to attend.</li> </ul>	ALL

10	<b>Date and time of next meeting:</b>  <b>Tuesday 17<sup>th</sup> July 2018: 6.30pm at Bridge Health Centre.</b>	
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**LIST OF ACTIONS:**

<b>Action 1</b>	To feedback re: prescription processes from CCG and further work with pharmacy	JM/ MJ
<b>Action 2</b>	To consider a sign / leaflet re: requesting prescriptions if going on holiday	JM / SC
<b>Action 2</b>	To feedback to JM any examples of poor discharge	All
<b>Action 3</b>	To add IC24 to the next meeting agenda	JM
<b>Action 4</b>	To add Dispersal of Outpatient Services to the next meeting agenda	JM
<b>Action 5</b>	To circulate the CCG Patient Reference Group Invitation	JM