

Minutes of the Patient Participation Group Held on 17th July 2018 at Bridge Health Centre

Attendees:

| Name | Representative from: | Initials |
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| 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 |
| Wendy Harris | City Hub (Cossington & London Road) | WH |
| Daphne Wood | City Hub (Cossington & London Road) | DW |
| Peter Wood | City Hub (Cossington & London Road) | PW |
| 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 |

Apologies:

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| Peggy Pryer | Rural Hub (Bridge & Littlebourne) | PP |
| Lynne Couperthwaite | Rural Hub (Bridge & Littlebourne) | LC |
| Janet Stellan | City Hub (Cossington & London Road) | JS |
| Jennifer Ridley | City Hub (Cossington & London Road) | JR |

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| 01/07 | Welcome and Introductions MS welcomed members to the meeting. Apologies were noted as above | | MS | |
| 02/07 | Minutes of previous meeting / matters arising – JM updated the group – actions completed. | | MS / JM | |
| | Action 1: Complete | To feedback re: prescription processes from CCG and further work with pharmacy | | JM shared information from the CCG medicines management team in relation to Medicines Use Reviews (MURs) at pharmacy- the group agreed for this to be displayed across sites for patients. |
| | Action 2: Complete | To consider a sign / leaflet re: requesting prescriptions if going on holiday | | SC – confirmed this is in place across all 4 sites |
| | Action 3: Complete | To feedback to JM any examples of poor discharge | | JM fed back to the group - no further instances reported |
| | Action 4: Complete | To add IC24 to the next meeting agenda | | JM – will speak to PP if needs to still be on the agenda |
| | Action 5: Complete | To add Dispersal of Outpatient Services to the next meeting agenda | | On agenda |
| | Action 6: Complete | To circulate the CCG Patient Reference Group Invitation | | JM circulated invitation to the group |

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| 03/07 | <p>Practice – General Update:</p> <p>Staffing: JM updated the group in relation to staffing changes. It was noted that there had been some difficulty with availability of appointments on line as the practice has needed to use locums recently as it has been difficult to recruit GPs (in line with National challenges) and locum appointments are not online.</p> <p>GPs: Dr Malhi will be commencing full time in August 2018 (London Rd and Bridge) Dr Gregory will be commencing full time in September 2018 (London Rd and Bridge) Dr Allingham will be commencing in October 2018 (London Rd) and is a GP Trainer Dr Wheeler and Dr Piknova will be finishing with us following completion of their training</p> <p>Nurses: Mel Allinson has returned to us as a Nurse Practitioner and is completing her Advanced Nurse Practitioner training Claire Ramsay (Nurse Practitioner at London Rd and Cossington) has retired Nicola Treacher (Practice Nurse at Bridge and Littlebourne) has retired</p> <p>Other staff: There is also a new Operations Manager commencing at the practice in October 2018. A new telephone system is being introduced at the practice in July 2018, for further update at next meeting.</p> <p>Data Protection: JM briefly mentioned the impact of the new General Data Protection Regulations (GDPR) from m25/05/28 and the website has been updated to reflect the changes; such as a patient’s request for copies of notes and privacy notices regarding several areas of data sharing and protection for patients are available on the practice website. The National Data opt out Programme for sharing information for research and planning is also now live.</p> | JM/ MJ |
| 04/07 | <p>New Site(s) update</p> <ul style="list-style-type: none"> • MJ updated the group re: the new Littlebourne premises at Court Hill which is due to be completed around October 2018. • The New KCH practice premises continues to progress through the development phases and is on track for 2019. Pictures of the new building were shared with the group | MJ |
| 05/07 | <p>Stroke Services – consultation</p> <ul style="list-style-type: none"> • In the absence of PP, JM briefly updated the group regarding the public consultation which ended on 20/04/18 and reports are available at: https://kentandmedway.nhs.uk/stroke-consultation-documents/ | JM |
| 06/03 | <p>IC24 Services – new OOH provider</p> <ul style="list-style-type: none"> • This discussion was deferred in PP’s absence – JM to link with PP if ongoing issue to be discussed | MS |
| 07/03 | <p>Dispersal of outpatient services</p> <ul style="list-style-type: none"> • WP raised the issue of the relocation of outpatient clinics from the K & C to local surgeries, specifically the recent apparent move of the macular degeneration service which appears to have moved from K&C to Beltinge Surgery (Herne Bay) on a Sunday afternoon. This will clearly have implications for Canterbury patients. Action: MJ / JM to follow up and link with WP / MS as may need formal communication with CCG. | WP |
| 08/03 | <p>CCG Public Reference Group</p> <ul style="list-style-type: none"> • WP fed back from the recent PRG group where all Canterbury and Coastal practices are represented that Frailty was discussed in detail, and a | WP |

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| | <p>presentation had been given, however an excessive amount of time was spent on a definition of Frailty and identification of frail patients.</p> <ul style="list-style-type: none"> • MJ shared with the group the work at CMP with the CHOC (Community Hub Operating Centre) which is a hub based multi-disciplinary approach to patients with complex needs such as frailty. As our approach is being shared wider across East Kent, it was felt this could be shared with the group at the next meeting. Action: JM to organise a presentation for the next meeting • WP fed back that there seemed to be little communication from the PRG to the CCG Governing Body and it was hoped this was to be addressed via the newly appointed lay member. • ES discussed the local F.I.S.H. (friendship) scheme at Bridge and also the Assisted Bin scheme which could also feed into the multi-disciplinary approach to identifying more vulnerable people. | |
| 09/03 | <p>Any other business</p> <ul style="list-style-type: none"> • PP raised the issue of the urgent care centre at The Chaucer Hospital and if the practice gets feedback from any attendance? MJ confirmed feedback to the patient's practice would be normal process • PP & JS raised the issue of the Minor Injury Service at K&C Hospital and requesting confirmation it is open 9-6pm 7 days / week – JM to confirm • OOH services – JM to follow up with PP | ALL |
| 10 | <p>Date and time of next meeting:</p> <p>Tuesday 23rd October 2018: 6.30pm at Bridge Health Centre.</p> | |

LIST OF ACTIONS:

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| Action 1 | Dispersal of Outpatient Services: To follow up with CCG and link with WP / MS as may need formal communication to the CCG. | MJ/ JM |
| Action 2 | Presentation of CHOC and further developments on next meeting agenda | JM |
| Action 3 | K&C Minor Injury Service – to confirm opening times | JM |