

## Patient Group Meeting Notes

29<sup>th</sup> November 2017

**Present:**

Michael Stewart – Chairman  
Emma Ray – Executive Manager  
Helen Sutton – Practice Manager  
Sandra Cook – Reception Manager  
Peter Holwell  
Elizabeth Kirkwood  
Janet Stellon  
Lindsey Couperthwaite  
Jennifer Ridley  
Peggy Pryer  
William Pettit

**Guests:**

Fiona – Red Zebra  
Martyn – Red Zebra

**Apologies:**

Dr Mark Jones – GP Partner  
Sally Gordon Boyd  
Daphne Wood  
Peter Wood

### **Welcome and Overview**

The group did introductions as not everyone knew each other.

Helen then introduced Fiona and Martyn from Red Zebra, which provides Help and Support for the voluntary and Community sector in Kent and is funded by the NHS.

Fiona explained that you can be referred by your GP or self-refer and they will arrange to visit the patient at home and work with the patient to steer them towards support such as a group or activity that they may be interested in. They help provide a range of services that enable people to be involved and active in their communities. They also provide details of a social transport service for patients to access medical and other appointments.

<http://www.redzebra.org.uk/>

The group thought it would be a good idea to put some information on our practice website and also on our patient screen - **Action - Helen**

### **Minutes of previous meeting/matters arising**

The group agreed the minutes

Telephone system update, this is still ongoing - unfortunately we have been dealing with the merger of the IT and this has taken precedence. However, another telephone line has been put in for Bridge which has helped with patients being able to get through especially first thing in the morning. **Action - Helen to discuss with Corinne**

## **Complaints / Friends and Family Test Results**

Helen provided the group with a summary of complaints that had been received from November 2016 to November 2017. There were 41 complaints; the majority were either due to system failures or communication. In the previous 12 months the former CMP and Cossington had received 30 complaints, which means that we had received more complaints than the previous year. Helen explained to the group how many more complaints were now being received by email which she thinks is having an impact. Previously when a patient phoned to speak to the Practice Manager with an issue, often these could be resolved on the phone without the formal complaint process being initiated. Now more patients are complaining by email which, since it is written means we have to follow formal processes. Lyndsey commented that many of the complaints looked as though they were related to sometimes unrealistic patient expectations, not necessarily an issue with the practice. The group discussed this and felt that it was important for them as patient representatives to ensure that people who they were representing had realistic expectations of the Practice. Michael said that actually for a Practice of 21,000 patients he felt that the number of complaints was relatively small. The group agreed that complaints cannot be diminished altogether. The Practice agreed that complaints were good for looking at how we do things and helps us with training staff and development of services.

The agreed action was that the practice would continue to monitor and reflect upon all feedback, making improvements and sharing issues with the group where appropriate.

## **Improved Access**

Helen and Emma introduced our proposed changes to Improved Access and Extended Hours and the phased introduction of 7 day working and 12 hours days.

This has been difficult to try and achieve as it has been quite a big jump to make. To achieve this we are working together with our CHOC group to ensure we can cover evening opening and Saturday mornings across the CHOC practices. At CMP, however we can now offer Extended hours on Mondays and Tuesdays from our City Hub (Cossington) and Thursdays, Fridays and Saturday mornings from our Rural Hub (Bridge) patients will also be able to attend extended hours appointments in the future from New Dover Road Surgery and the University Medical Practice which means that appointment will be available Monday to Friday evenings and Saturday mornings. Our Saturday mornings started on the 11<sup>th</sup> November 2017 and has proved popular already. William clarified this by stating that he had used the services on Saturday on a couple of occasions.

## **IT Merger**

As discussed at the last meeting Corinne Martin our Data Quality and IT Manager started with us in August and has successfully Project Managed the IT merger so that finally Cossington are joined with the rest of the Practice in more than name. Michael raised a question on whether this would impact on the plans for the new site, Emma confirmed that in fact this would make the transition to the new site much easier. London Road Surgery and Cossington House Surgery can now start to develop as the City Hub.

Emma gave an update on the planning application for the new premises at K&C and the progress with the Littlebourne build. The K&C site plans had gone to the planning department and we are hoping for a decision in mid-December. The footings are in for the Littlebourne Surgery and we should be in by the end of summer 2018.

## **2 x Options for East Kent - Peggy**

Michael did express that he thought that this subject was not really for a long in depth discussion but it was important for us to be aware. Janet did feel that it was important as it did affect our patients. Peggy updated the group on her involvement and meeting with the Health Secretary, and the proposals which included the proposal from a local developer on building the shell of a new hospital. Emma further explained that the 2 options were basically 1) having an A&E department at K&C with 2 GP Led urgent care centres at QEQM & WHH or 2) having A&E departments at QEQM and WHH with a GP Led urgent care centre at K&C.

This led to a discussion about GP Led urgent care centres and having one at K&C and the Practice involvement. Peter expressed his concerns that the new surgery on the K&C site would lose its traditional family GP model and might be confusing for patients.

Emma said that whatever the outcome following the development of ideas and public consultation, our new premises at KCH would be well placed to integrate with other services being delivered from KCH. In the NHS we are used to adapting to the changing context and the GPs at CMP and other practices in Canterbury would be involved in helping to develop the new patient pathways and integrate care on the hospital site. She reassured the group that an Urgent Care Centre would not necessarily operate in the same physical space as those patients seeking less urgent care with their usual GP. High quality and continuity of care are values held high with the practice as well as with patients.

There had been an article in the Kent Gazette whose headline was rather misleading which the group thought had not been helpful.

**Any other business**

William updated the group on his involvement with the CCG PRG, he feels that they have lost their way somewhat. They have had no admin support and this has had an impact. He did say that there was a workshop on the 14<sup>th</sup> December. Helen said that she had shared the details with them by email that afternoon if anyone was interested..

William and Michael raised an issue that they had with regards to the length of time that they are waiting to have a blood test; it's usually longer than a week. Helen said that she would investigate this and report back. **Action - Helen**

**Date and time of the next meeting**

Wednesday 28<sup>th</sup> February 2018 - 6:30pm at Bridge