**City Way Medical Practice**

**Minutes of the Patient Participation Group Meeting held on Monday, 8th November 2021**

**PRESENT:**

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| **Elizabeth Turpin** | **Jean Wahanchuk** |
| **Graham M Trice** | **Mark Goldsmith** |
| **Brian Skinner** | **Chandra Tiwari** |
| **Faye Wafer** | **Linda Brailsford** |
|  | **Pam Jordan** |
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**STAFF PRESENT:**

**Dr Shastri**

**Kelly Temple**

**Claire Bicker**

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|  | **ACTION** |
| 1. **Welcome**

Graham Trice chaired and welcomed everyone to this meeting. Our first meeting back in person since the beginning of the pandemic. Everyone introduced themselves. 1. **Apologies**

Vernon HullCarol Austen1. **Approval of the minutes of the virtual meeting held on 12th April 2021**
* Note that a meeting was not held in May as the minutes suggested there would be. Otherwise, minutes were agreed.
1. **Matters arising and outstanding from previous meeting**
* GMT asked about the merge with Borstal surgery. KT advised there had been no change since the last meeting. There have been no further discussions on this – so unlikely to be going ahead although not officially cancelled at this stage.
1. **Chairman’s items**
* GMT discussed the Medway and Swale PPG chairs events. The next one is on 18th November.
* GMT discussed the annual NAPP event that was held online. There was a focus on GP access and had a GP representative and a patient representative leading to two contrasting presentations.
* GP talked about the abusive they received doing their job.
* Patient talked about what they are doing in their practice to try and assist the surgery. They had a listening table where patients could express their concerns with them in a measured way – however this has not been possible during covid restrictions.
* It was then raised about vulnerable patients who are waiting outside in the cold and being concerned about them. We asked if they could be brought into the waiting room. KT advised they have been discussing this as a practice and what they can do. The lack of ventilation in the waiting room has been the issue But they do want to allow vulnerable patients in from the harsh weather.
* GMT shared details of an online blood test booking facility.
* GMT also shared about a particular condition that is only being treated for at the Rainham Healthy living centre and his work to try and get this more widespread across Medway.
1. **Further news update and items from Practice Manager and GP.**
* KT advised that she is leaving the practice next month.
* Paramedics are now holding on day appointments. 1 works 4 days per week and employed by the surgery. The other 2 are via an agency.
* Community Pharmacy Service – reception can refer patients when calling in for an appointment if appropriate. Can be any pharmacy so helpful or people working away from where they live. Information/advise given then gets sent back to your GP and pharmacist will arrange GP appointment if they think it is needed.
* Surgery now has volunteer Health Champions. They are trying to set up a City Way Social Club to assist vulnerable and isolated patients in particular. Possible gardening club which Dr Shastri talked about has been good incentive in other areas. St Justus will be hosting the events. Possible 13 champions who are all patients of the practice.
* Dr Shastri thanked GMT for talking about challenges tat GP’s face. Dr S asked what our opinions are about returning to face to face appointments. Mixed response, but an understand that telephone consultations and video calls are helpful. Dr S said with shortage of GP’s this would be the new way of working now for he foreseeable future.
* MCH are providing a home visit service as often home visits were no really that effective as often patient just wanted company/chat rather than medical intervention.
* BS talked about those of working age finding it difficult as the phone call appointments are not set times but either morning or afternoon which make it difficult to be able to plan for. Would prefer a move to 30 minute slots.
* JW talked about those that are hard of hearing being identified as they may find telephone appointments very difficult and therefore face to face would be better.
* Dr S and assistant manager explained how the GP appointments are booked.
* CT gave some positive feedback on the telephone system.
* JW gave positive feedback on receptionists.
* PJ asked if monthly training session is always on the same week and if the date can be advertised in advance to avoid people turning up at the surgery unnecessarily.
1. **Any other business**
* LB discussed X-Ray forms and difficulty with validating forms. KT said this was an issue they were aware of and they have been training GP’s on this as it is an IT issue. The DART system is not available to Locum doctors which makes the validating forms difficult. KT agreed to escalate this issue with the hospital as appreciate it is a problem.
* Discussed booking appointment when the bloods results come back clear as it seems a waste of GP time.
* Discussed online appointments and booking these as the headings are not clear and not making much sense. H+KT explained this is an IT issue and reception not unticking boxes. She is keeping this under constant review.
1. Date of Next meeting
* 10th January 2022
 | KTKT |
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Signed by Chairman …………………………………….. Date ……………………………