

City Way Medical Practice

Minutes of the Patient Participation Group Meeting held on Monday, 17th June 2019

PRESENT:

Elizabeth Turpin	Jean Wahanchuk
Graham M Trice	Mark Goldsmith
Brian Skinner	Chandra Tiwari
Maggie Sharp	
Vernon Hull	

STAFF PRESENT:

Dr Shastri
Kelly Temple – Practice Manager

Minutes taken by Elizabeth Turpin

	ACTION
<p>1. Welcome Graham Trice chaired and welcomed everyone to this meeting. Attendance sheet was past round asking members to include their telephone numbers if happy to do so.</p>	
<p>2. Apologies Received from Carol Austen and Pam Jordan</p>	
<p>3. Approval of the Minutes of the meeting held on 11th February 2019 (last arranged meeting of May was rearranged to this date)</p> <ul style="list-style-type: none"> Amend Maggie Sharp's name under committee members. Amend Vernon's surname to Hull. Add apologies received from Kelly Temple, Practice Manager. 	
<p>4. Matters arising/outstanding from the previous meeting.</p> <ul style="list-style-type: none"> GMT asked if the survey results are available now to the public. KT to check. Coffee morning & questionnaire – date fixed between ET and KT 27.06.19 to discuss moving this forward. Re questionnaire – KT has provided a draft for committee to comment on before being given to patients. VH asked how the surgery can signpost patients to most appropriate service – KT advised that receptionists are being trained and also employment of care navigators across the Rochester Primary Care Network. Surveys – MG is prepared to come to the surgery and 	<p>KT ET/KT</p>

help/encourage patients to complete. KT advised they can be available from Thursday onwards. Was requested for envelopes to be provided / post box so patients can remain anonymous if they wish.

- CT discussed glucometer and patient came to see the nurse regarding mixed readings. Dr Shastri advised to put in writing so that the surgery can investigate.
- ET asked KT when appointments to go live as there was some confusion at the last meeting. KT confirmed that just once a day at 7am. KT also advised that they are having to increase the number of online appointments to 25% so appointment system will be changing again. They are concerned at what effect at having so many online appointments available will have.

5. Chairman/Secretary items

- GMT advised members to take a look at the surgery website as has greatly improved. Offers a variety of languages and a lot of very useful information. He noted that staff names need updating and also requested for PPG minutes to be uploaded as currently out of date.
- CCG invited staff and PPG members to an Active Signposting Workshop. First one was 13.06.19, which GMT attended, next one in July and then September for GP staff only. GMT reported a lack of patient representation and therefore very few surgeries represented, by staff or patients – less than 12.
- GMT discussed there being a change in attitude regarding services, as there is such a lack of GP's. GMT checked the system regarding self-referrals by ringing one of the numbers and having a brief chat with the receptionist. VH advised he had used a self-referral service and that it was a bit clunky but it did work.
- At the workshop there were discussions on a shortlist of self-referral services so that the seemingly most appropriate services could be contacted and checked to ensure that they can cope with a potential influx of patients when this is more widely advertised.
- MG asked if there was a way of identifying the footfall on the surgery's website and what pages are being viewed. KT advised this was possible and they do look at this information.
- GMT mentioned a YouTube sketch by children which they were shown at the workshop – very powerful and asked if possible for it to be put on our website and/or waiting room screen.
- LB advised that wound clinic did not have any appointments for a week – KT to note and report to CCG.

KT

6. News update and items from Practice Manager and GP

- New female GP – 2 days per week increasing to 3 days.
- 1 more regular locum GP starting very soon
- Interviewing for a new practice nurse next week.
- Will soon be collaborating with other surgeries within Medway, which will lead to better services.
- Pharmacist now in post – working very well. Currently 3 days per week (Wed-Friday). May look to extend this.
- Primary care network recruiting care navigators (across 4 practices). Network meeting tomorrow to agree on how it will

<p>work i.e. where they will work from and what days etc.</p> <ul style="list-style-type: none"> • Interviewing for a Phlebotomist later this week. • 4 new receptionists (1 had previously left) but overall increase of 60 hours. • Currently 10 phone lines – which is plenty for the number of staff to man them. • Appointment system having an overhaul to accommodate the online appointment requirements in the new GP Contract. • Offering medical records online, but have to reregister for the online services at the practice to be able to access this service. • One new room up and running and other 2 rooms almost ready. Lift installed and soon to be in use. 	<p>KT</p>
<p>7. Any other business</p> <ul style="list-style-type: none"> • Clinic letters – CT discussed an issue with KT but KT advised the patient would need to get in contact with her directly to resolve this. LB asked if clinic letters come electronically or hard copy. KT advised it is mixed. • MG asked if parking system was working – KT said that all was going well – some issues with small number of patients, but they have been given support. • BS discussed parking and said that patients having problem parking, due to increased number of staff. Asked if staff could park around the front of the surgery to free up more parking for patients. KT to investigate. • ET asked about whether staff could be encouraged to cycle to work where appropriate and therefore cycling parking would be beneficial to both staff and patients. <p>8. Date of next meeting</p> <ul style="list-style-type: none"> • The next meeting of the committee is on Monday 30th September @ 6:30pm 	<p>KT</p>

Signed by Chairman Date