

<b>St Peters Surgery Patient Focus Group</b>	
Date: Wednesday 12 <sup>th</sup> March 2014	Time: 6.30pm
Venue: St Peters Surgery	
Chairperson David Shaw	Note Taker J Brandrick
Attendees: D. Symonds B & T Cheeseman, A Walkiden, S Burrows, J Watler, B McGeorge.	
Apologies: S Proctor (post meeting)	
<b>Meeting Notes</b>	
<b><u>Agenda item: Notes of last meeting read and agreed.</u></b>	
<p><b><u>Aorta Check.</u></b> This service is offered to men over 65 years, it is also available for information via the website, to be added to GP website and also to offer leaflets in the surgery waiting room. Also information can be obtained by phoning 01227 868775.</p>	
<p><b><u>Named GP.s for over 75'.s</u></b></p> <p>The CCG is committed to setting aside funding for the patients who are 75 and over with a named GP. Patients are already registered with a named GP at St Peters Surgery.</p> <p>A new enhanced service is to offer more support for those patients are 75 and over, which will be committed to ensuring patients who are frail, vulnerable and reside in care homes extra support. There are already some care homes GP beds on offer in Thanet for patients who may need extra care for a limited period; but who do not need to be hospitalised. Ramsgate Care Centre has this facility, but at this moment there are no care home beds available in the Broadstairs area.</p>	
<p>Conclusion: Information on these two items were advised and discussed within group.</p>	
<p>Actions: All information to be passed onto patients via the website, leaflets or by asking at reception.</p>	
<p>Person Responsible: M. Seager.</p>	
<p>Dead line : Ongoing.</p>	
<b><u>Agenda item Feed back from meeting reOutpatients services in East Kent.</u></b>	
<p>Discussion A presentation was given to the forum group on the 4<sup>th</sup> March by Sarah Hyett and Rosalind Binks An overview of the proposed outpatients services in East Kent. Leaflets/booklets giving more information are available from the surgery.</p>	

<p>Conclusion Concerns were raised ;  One stop clinics beneficial to patients.  Parking facilities/Patient Transport.  Longer waiting time for first outpatient appointment  The consolidation of clinics from the current 15 sites down to 6</p>
<p>Actions .A survey by members of the public, patients and the Forum group could be completed and submitted by the 17<sup>th</sup> March 2014.</p>
<p>Person Patients Forum Group M. Seager</p>
<p>Dead line: 17<sup>th</sup> March 2014</p>
<p><b><u>Agenda item</u></b></p>
<p><b><u>Action Plan 2013/2015.</u></b></p> <p>The action plan for the coming years was discussed and can be found on the Focus Group board in the waiting room. Again one of the main concerns raised were for larger premises which could facilitate another GP and other services.</p> <p>It was agreed that we would invite a member of the CCG estates to a forum group meeting so that we could share the concerns that we have with such limited space.</p>
<p>Conclusion : As Above</p>
<p>Actions: As above</p>
<p>Person Responsible M. Seager and Forum Group</p>
<p>Dead line: Ongoing</p>
<p><b><u>Agenda item</u></b></p>
<p><b><u>NHS111 Service</u></b></p> <p>Arthur Walkiden expressed some concerns over the NHS 111 service and what this may mean for the new proposals that are taking place within the NHS and concerns around inappropriate attendance at A&amp;E</p>
<p><b><u>Triage Nurse/TelephoneTriage</u></b></p> <p>This has been discussed within the surgery by the GP's and Practice Manager but at present the GP's feel that they would like to see each patient personally even though this can be a factor in extended waiting time at appointment attendance</p>
<p><b><u>Minor Injuries</u></b></p>

There is a minor injury clinic available at the QEQM (as stated by B Cheeseman) where patients can attend when patients suffer a minor injury. Other areas such as Deal and Folkestone also have a minor injuries unit

The practice nurses have attended minor injury/wound management training however the practice is unable to offer a minor injury service due to the limitations of the practice premises

**Local Walk in Centres.** Estuary View near Whitstable has a Walk in Centre/Minor Injuries unit

**Conclusion**

A Federation between GP's is looking into the possibility of working together to provide a service where patients can attend for minor ailments rather than the patient attending Accident &Emergency.

All attendances by patients using Accident &Emergency and the 111 Service are recorded and sent out to their GP.

Thanet CCG has set up a new web app, which is available for people to access so that whatever the time or wherever they are they can find the correct treatment for them. The card with this information on can be found in the patient waiting room and at reception. Posters and the information can also be found in the practice waiting room and is available on the practice website

Person Responsible

Dead line Ongoing

**Agenda item Care Data**

Discussion:

It was brought to the attention of the group by Dick Symonds the important changes to the sharing of your medical records, a leaflet has been delivered to homes however this can be mistaken for junk mail and have been discarded without being read. This was confirmed when many members of the group stated they knew nothing about the Care Data Sharing

A discussion was formed around the sharing of medical records. Dick advised that he has concerns around a tool that could be used to gain access to patients identifiable personal and medical data, and that such information could then be used by other agencies and companies.

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<p>Conclusion</p> <p>The sharing of care data has been put on hold for a further 6 months by the government, to allow more time for the concerns and details to be discussed.</p> <p>Patients who do not wish their data to be shared can notify the practice by sending in a letter to either the GP or Practice Manager stating that they wish to decline the sharing of their care data. Patients can also download a form from the internet which can be completed and handed into the surgery stating their request to decline the sharing of their care data.</p>
Person Responsible Forum Group/ M Seager/Reception Staff.
Dead line The deadline has been extended for 6 months
<b><u>Agenda item AOB.</u></b>
<p><b><u>Nothing further was discussed.</u></b></p> <p><b><u>Next Meeting is Wednesday June 4<sup>th</sup>.2014</u></b></p> <p><b><u>Time 6.30pm</u></b></p> <p><b><u>Chairperson A. Walkinden.</u></b></p>