

PATIENT PARTICIPATION GROUP

Thursday 6th October 2022

Minutes

Present: Tara Woolgar (TW, practice manager), Mary Russell (MR), Georgina Mackie (GM), Wendy Perkins (WP), Alan Hewett (AH), Phil Hawken (PH) Peter Barnes (PB, chair)

1. **Welcome** – the greeted all and was disappointed that the two newcomers had not materialised.
2. **Matters Arising:**
 - a. AH asked for a correction to the spelling of his surname as it was wrongly spelt in the minutes.
 - b. Item 2g – personal access to medical records. TW confirmed that a form from the surgery needs to be completed to give individuals access to their full medical records. From November, this access would be automatic but would only reflect recent information and would not be retrospective. Blood tests and flu jabs can be booked online. A trial enabling patients to book time with their doctor is about to start.
3. **Surgery Update - TW**
 - a. Flu Jabs - a campaign to immunise patients against the flu occurred recently (1 October) and was very successful with 500 patients receiving their jab on the Saturday morning at a rate of 1 per minute. A similar campaign was carried out at Oaklands Medical centre acting as a PCN on the following day using the Covid vaccine to treat 1092 patients. However, this time the bookings were being made via the National Booking System which opened up the hub to a wider catchment area than the immediate PCN, with people coming from further afield - Ramsgate, Medway, etc. The next cohort (50-64 years not at risk will be called shortly.
 - b. The Primary Care Network (PCN) – PB had attended a meeting in July which outlined the development of the PCN. It would involve the collaboration of 7 practices - covering Hythe, Lyminge, Cheriton, and Hawkinge covering urban and rural settings.

It would deliver extended access appointments to the PCN population. They would look to recruit additional physiotherapists, paramedics, pharmacist, mental health workers, occupational therapists, social prescribing link worker, or supported by a purpose-built IT infrastructure. These additional appointments would ultimately lead to a twofold increase in appointment capacity, freeing the doctors to deal with more pressing medical issues.

TW confirmed that already additional paediatric nurses, social prescribers, occupational therapist, physiotherapist, pharmacists had been recruited. The staff needed to support this venture has recently been allocated office space in Hythe, while the recently recruited medical staff will be located throughout the PCN.

- c. TW reported a recent issue where a patient had collapsed on the ramp leading to the surgery. A wheelchair was sourced from AgeUK but highlighted a weakness in the surgery's equipment. This has now been resolved by the purchase of a wheelchair.

4. Newsletter article - PB

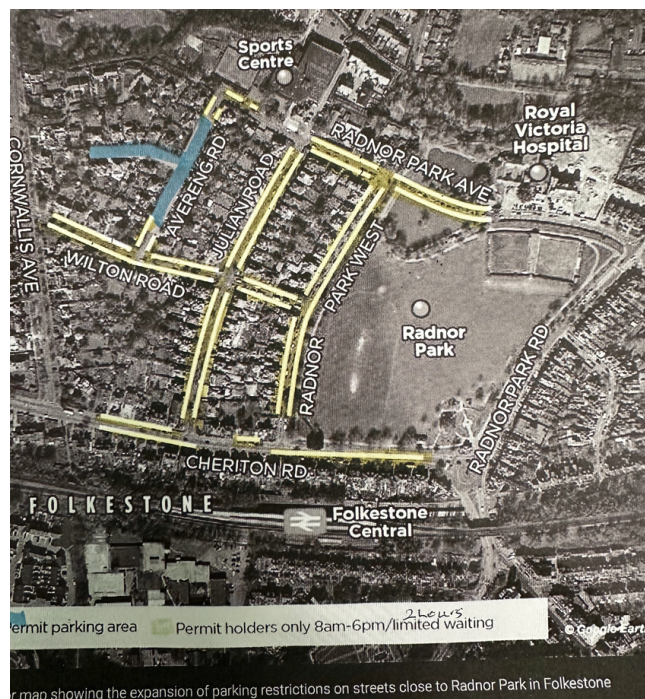
- a. PB wrote an article based on Global Health Insurance Card for the August edition. This was shelved in place of more pressing medical issues. PB however, forwarded it to PH who hadn't received it. PB to look into the matter and forward said article using PH's BT email address.
- b. Both surgery managers to supply text by 18th of the month for inclusion in the following month's newsletter.

5. GP Patient Survey – any update since 2020?:

TW confirmed that since the pandemic, a recently commissioned survey (January 2022) had been completed and the results published in August. The report can be accessed through <https://gp-patient.co.uk> and using the postcode CT18 8HY and up to 3 surgeries can be compared at once. The Church Road surgery was again very well placed in all categories in the league and were to be congratulated.

6. Future of parking near Folkestone UTC (Royal Vic)

WP highlighted a recent proposal relating to street parking in the area of The Royal Victoria Hospital, Folkestone (see map).



A 2-hour restriction on the time allowed for parking would have significant impact on patients attending many appointments (which last more than 2 hours) and staff who it is feared would move away from the facility. Concerns can be fed into the survey at traffic.orders@folkestone-hythe.gov.uk by **7th October**.

7. AOB

AH – expressed concern that it took three weeks before an appointment could be made with a nurse. TW explained that one of the nurses had been off work for eight weeks but would be returning shortly. In the meantime, a locum nurse had been used when possible. He also expressed some concern regarding confidentiality and the way results were conveyed via the receptionist/nurse/doctor.

MR – asked if the DNAs had improved this year. TW confirmed that this was the case although some difficulties still existed with children's appointments.

GM – asked how the repeat prescription worked. She was very impressed by its efficiency but wondered if a "click and collect" message could be fed back to the patient when it was ready to be collected.

TW – following a recent meeting, some concern was expressed that from 2025 all phones would be digital (no copper lines). This would lead to significant challenges for some members of the community.

PB - Messages are now being sent to patients' smart phones asking for certain information, e.g., blood pressure results. Greater clarity should be given as to how patients feed this information back to the surgery.

8. Date of Next Meeting

5th January 2023

The meeting closed at 5.50pm