

## RUSHBOTTOM LANE SURGERY

### PATIENT PARTICIPATION GROUP MEETING

**Minutes of Meeting**  
**Held on 22<sup>nd</sup> October 2019**

**Present:** Dr Chana, Zoe Davis Deputy Practice Manager, Cheryl Kirby (Chair), John Hall, June Sales, Terry Clarke, Rachel Kilsby, Marie Howard (minute taker).

**Apologies:** Dr Patel , Katherine Smith, Debbie Dennis, Jill Reeves

	<b>Subject</b>	<b>Action by</b>
1	<p><b>Welcome, introductions and apologies.</b></p> <p>CK welcomed Zoe Davis Deputy Practice Manager who is covered for Katherine Smith who is the recently appointed Practice Manager, and new PPG member Rachel Kilsby</p>	
2	<p><b>Minutes of the last meeting – Minutes were accepted</b></p> <p>Matters arising</p> <p>Carers First have stated that if Jackie Camacho cannot attend on her normal Thursday session (2<sup>nd</sup> Thursday in the month) then she will be covered by a staff member rather than by a volunteer.</p> <p>Carers First attended a Surgery Time to Learn session and will also give a presentation to the GPs at a later date. This has all come about because Carers First and Cavs came to our PPG meeting.</p> <p>Social subscribing – CAVS have added the 4<sup>th</sup> Thursday in the month to their sessions at our Surgery so we now have CAVS attending on 1<sup>st</sup>, 3<sup>rd</sup> and 4<sup>th</sup> Thursday morning in the month with Carers First attending on 2<sup>nd</sup> Thursday morning</p>	
3	<p><b>Primary Care Networks (PCNs)</b></p> <p>Primary Care Networks have been introduced by the NHS to encourage GP Practices to work together. There will be 7 Practices in the Benfleet PCN with Dr Patel from St Georges Medical Practice being the Clinical Lead. Discussions on working together are at early stages and the PPG asked to be involved when it comes to looking at any changes to services. This item will be kept on the PPG agenda for future updates.</p>	

4	<p><b>Care Navigation</b></p> <p>A survey has been done on the care navigation changes trialled for Dr Khans practice and waiting for results or see if any adjustments need to be made. St Georges Medical Practice will be following suit in the near future and requires recruiting of an additional ANP</p> <p>Communication systems are under review alongside work being done by CP&amp;R CCG. This will include a care navigation process for appointments booked online. Better use of text services are also being considered.</p> <p>AMG raised the point that many patients of Dr Bakers practice are not aware of the name change to St Georges Medical Practice and suggested that this important change should have been communicated to patients in writing.</p>	
5	<p><b>Flu Clinic</b></p> <p>2 GPS each side on the first date but decided to change to 3 on Dr Khans practice and 1 on St Georges practice which worked very well.</p> <p>Over 6000 patients (4,500 over 65s and 1,500 under 65s) were invited to attend the flu clinics put on over 4 consecutive Saturdays. Separate clinics had to be held for over 65 and under 65 as there are two different vaccines. Approximately 1,100 patients attended the first over 65's session which was challenging for the Surgery but all patients who turned up were seen.</p> <p>AMG queried why each group had two clinics given that there was a much higher number of over 65 patients but this had to be allocated to give equal choice to the two groups.</p> <p>It was agreed that whilst there were problems with having a walk in system if too many patients attended at the same time it was also very efficient as patients were seen very quickly.</p>	
6	<p><b>Skype Consultations</b></p> <p>Dr Khan's Practice is currently trialing Skype appointments with selected palliative care patients. The GP will contact Palliative Care Nurse at an agreed time when they are with a palliative care patient. This benefits both the patient and the GP as it enables the GP to make regular checks without having to physically see the patient unless there is medical need.</p>	

6	<p><b>AOB</b></p> <p>The agenda item to discuss ideas for prevention rather than cure was deferred to the next meeting.</p> <p>AMG made the point that there had not been a GP from St Georges Medical practice for 2 meetings. The PPG does value GP input alongside that of the Practice Manager and ZD agreed to try and get a GP from St Georges for the next meeting Everyone felt that we were very happy having Dr Chana at the meetings as he is very informative.</p> <p>ZD asked if the meeting could be held at a lunchtime as it may be easier for GPs to attend but CK said that some PPG members worked or had daytime commitments.</p> <p>AMG asked about the role of Clinical Pharmacist as shown in the recent CCG video about new roles. DrC said that a Clinical Pharmacist has been employed at the Surgery for 2 years and is 'worth his weight in gold'. Besides medication reviews he also treats minor ailments. There is also a second Clinical Pharmacist shared across Benfleet Surgeries.</p> <p>AMG asked whether there was medicine shortages because of Brexit. DrC there generally are shortages nothing to do with Brexit and the advice is to keep 2 weeks supply of medication.</p> <p>PPG Chair holder is reviewed at the end of each year. Cheryl Kirby said she was happy to continue for another year and that was supported by the PPG members.</p>	ZD
7	<p>Date of next meeting</p> <p>Next PPG meeting will be Tuesday 28<sup>th</sup> January 2020 in the Downstairs Waiting Room.</p>	

Abbreviations:

AMG: A member of the Patient Participation Group (in some places in the minutes this has been replaced with the members initials at their request)

PPG: Patients Participation Group

ANP Advanced Nurse Practitioner