

MINUTES FROM PPG MEETING 20TH SEPTEMBER 2018

IN ATTENDANCE

Memorial Medical Centre- LEIGH & JANICE

PPG Members -

SHINGLES VACCINATION

Brian Clark did not get offered shingles vaccination last year despite being the appropriate age, nor the time before despite their request for same. They would like him to have it.

URGENT CARE SERVICE / SITTINGBOURNE MEMORIAL HOSPITAL

Brian asked if we had heard anything in this respect as yet, which we have not.

DNA's

We advised the group that we would be displaying the amount of people who do not attend their appointments on the screen in reception plus via our facebook page. It was confirmed that there was no specific age group who DNA and that things had not improved despite the texting facility, online feature or telephone system. It was suggested that we make a charge for such offenders as do the dental providers.

█ suggested that the texts that we send to patients has a "confirm read msg" capability as this may help.

MENTAL HEALTH

Discussion re mental health services still not being adequate. We confirmed we have no plans to have a mental health specialist available here at the surgery. We did advise members that we hold MDT meetings here at the surgery and that occasionally mental health staff were in attendance to share patient care issues. We said that ideally Social Services, nursing teams and carers also attend meetings, however there is always room for improvement. █ said it is a shame we do not have access to RIO so that info could be shared with consent of patient and that maybe this is something we should discuss at a future MDT meeting, although due to confidentiality issues this would probably be easier said than done.

NEW PATIENTS

Our books are still closed at the moment which has been the case for six months. However CCG are reviewing this and things will probably change next month and we will open again. Concerns were still evident in respect of the large amount of new housing in the area.

TELEPHONE LINES

█ felt that as a specific line should be available for patients to phone to get medication advice as this needs to be something you can discuss quickly. We advised that we cannot facilitate this but that urgent matters are prioritised.

MEDICATION WASTAGE

Everyone agreed that it seems criminal that medication is disposed of rather than used by deprived countries etc., █ felt maybe patients would not waste as much if people knew how much money was being lost this way. **He suggested maybe the pharmacy could provide us with such figures which could be publicised and maybe make some people think twice.** *LO E-mail CCG for figure*

STAFF TRAINING

Leigh explained we are upskilling our reception staff who are now rebranded to Patient Co-ordinators and that they were having training on half day closures. Training would include

signposting and training on how to deal with queries. Support group info such as Counselling Services, Age UK etc will be available to Patient Co-Ordinators to pass on to patients if felt appropriate.

█ was concerned that if we are training reception staff to ascertain more information from patients when they ring in, then there is a chance that phone lines would be even more tied up as phone calls would take longer. We did advise that our msg states when and at what times it is best to phone for such queries.

SERVICE PROVIDERS

We advised that we are trying to get an updated list of services that are available to patients from the CCG so that patients can be directed elsewhere to appropriate services should they be available and avoid unnecessary appointments with doctors.

█ did say that she felt maybe we could contact such patients and advise them of relevant services rather than the other way round.

MENTAL HEALTH TRAINING

█ advised that mental health were offering training and asked if we were attending. We advised we had not heard anything about this. █ is going to find out the details from them.

PAPER MEDICAL RECORDS

█ wants to know why we have not scanned on old paper notes onto electronic records. We advised although this would be great, financially we could not afford it, nor would we have the man hours to do so.

DURATION OF APPOINTMENTS

█ queried ten minute apps, we told her you can make double appointment if need longer. We did explain however that our doctors are very good and do listen to patients hence over run at times because of this!

QUESTIONNAIRE FEEDBACK

We have made changes having received the questionnaire feedback. We are now offering same day appointments / apps one weeks in advance and also three weeks in advance. We also still offer same day apps if avail and apps for following day after 2pm each day.

We advised that GP's can make appointments for patients whilst in consultation room if they want to see them again in a certain time frame.

Big thank you to █ for handing out the questionnaires to patients, which we feel has been a very worthwhile exercise.

WEALDON HUB

█ told group (For info only) that he has joined a charity called Wealdon Hub (set up via church although nothing to do with religion) . However this is Benenden area / T Wells. It is to help teenagers and their families with mental health issues. We said it would be great to have this in this area.

MISC

█ said that Dr.Khan was fantastic as was Ursula, both of whom were very helpful. █ was very impressed with new receptionists saying they were both very helpful.

VIRTUAL PPG

is still being looked into by our IT person

DATE OF NEXT MEETING 6TH DECEMBER 2018