

REACH HEALTHCARE - Patients Participation Group
Lordswood Community Healthy Living Centre, Sultan Road ME5 8TJ
Thursday 22nd March 2018
6 pm

A G E N D A

Present:

Helen – patient

Martin – patient

Carol – patient

Ken – patient

Ann H. – Practice Manager

Dr. Shum

Kath – patient

Val – Joint acting Chair-patient

Sue – Joint acting Chair – patient

Ann E. – Practice Manager

1. Welcome and Introductions

Martin was welcomed as a new member to the Group.

2. Apologies for absence - and resignation

Rita Holding has resigned. Apologies were received from Don, (we wished him well in his recovery), George, Miriam, Mr. Penfold, Sue M, Deoduth, Gill, Sarah, Christine and Dr. Singh.

3. Notes of the meeting held on 20th November 2017 (already circulated)

These were agreed as accurate by those who had been present.

4. Update on Reach Healthcare since merger.

The two practice managers and Dr. Shum gave the group updates since the merger. They called it a 'Work in Progress' and the past few months have not been easy. There were IT issues which delayed. New software meant more delays. The staff have been successfully integrated and they wear uniforms. The practice is trying very hard to get a telephone hub up and running; although there are still permissions to obtain, progress is finally being made. Eventually it is hoped there will be 2 people on reception and 6 or 7 staff manning the telephones, with hopefully some telephoning triaging being carried out. There is now a

secretarial team, a prescribing team, a data entry/scanning team and progress is being made on electronic prescriptions. There is recruitment of reception staff currently so there will be more staff to deal with patients. Everyone is working well together. There was a backlog from the delays/IT wait and that entailed doctors having to spend time looking through many paper files to ensure each patient was being dealt with safely.

A member noted that the repeat prescription system seemed worse, and described the issue. Ann E said she would look into that. Dr. Shum said that he had written an article on the website about the way the system and process for prescriptions work. The group acknowledged the huge efforts that have been made.

5. Appointment System – action taken

Patients in numbers, acknowledged by the practice, have been unhappy with the appointment system since the merger. Sue had been asked to raise a few issues by patients covering delays in appointments with a nurse, particularly double appointment; very long delays in the telephone being answered/engaged especially when there were no bookable appointments; being unable to make an appointment with a doctor at all; the confusion over the LED information signs in the waiting room now. The practice managers said that they were aware of these issues from other patients and have raised them with the Partners. So, the practice is now adapting an appointment system to ensure that bookable appointments with doctors can be made up to 4 weeks in advance. The duty doctor will see patients needing to attend on the day. Bookable appointments will return for three days a week and book on day will be two days a week. The electronic diary does have to be manually updated each week, but a member of staff has been given the task of doing this each Monday. The LED information signs issue will be looked into as well as hopefully laminated signs will be put up to show patients the location of the treatment rooms.

There are application forms for online booking at reception, but patients must verify their mobile number before it can be activated. It was highlighted that some patients still wish to see their longstanding doctor for chronic conditions, but it was also agreed that for minor or new issues or with younger patients, people are happy just to see a doctor who is on duty on the day they want the appointment. The group was told that the telephone, after not being answered for a time, cuts out automatically and it is not a person putting the phone down.

Dr. Shum said how highly populated this area is per doctor, and the group was reminded that Dr. Singh is now part time.

It was noted that the national funding for the Initiative for patients to go to the Pharmacist has been cut.

The group was told that next month there is to be at the Lordswood site a new Minor Illness Service. Hopefully the group will know more about this in the future.

The check in machine on the right in the waiting room works, but the other one is currently not allowed to be used.

The group agreed that with the new appointment system and into the future with the telephone hub, patients should be able to ring, be responded to, and get the service they require in a timely way.

6. Decisions for appointment of Officers for the PPG.

Val and Sue had been hoping others would come forward to take on tasks e.g. Chairs, Admin etc.

However, in the absence of any volunteers and after discussion, Helen agreed to ask someone, who is a patient at the Walderslade Surgery if she would be interested to take on the role of administrator and note taker for the Group; perhaps also joint Chair. If that was the case, Sue would continue as joint Chair. Carol said she would be happy to attend public meetings when convenient. Helen will update when she can. Val was stepping down as Joint Chair but said she would continue to be part of the group.

It was pointed out to the Group that many of the issues discussed revolved around the Lordswood site, and it would be useful for a Joint Chair to be someone who was a patient in Walderslade. Unfortunately, there is not enough room in Walderslade to meet as a whole group.

The practice Managers also confirmed that the practice would deal with any photocopying/printing that group members needed for the meetings. Ken said he was happy to draft posters for potential recruitment, to get involved.

7. Activities for PPG to consider:

a. Initiative for registering patients on-line (Ann Everett)

Ann E asked for volunteers to come into the waiting rooms at Walderslade and Lordswood and speak to patients about how they can register online, and perhaps other issues. Before that happens, though the practice managers would like to have a meeting with those potential volunteers to informally train them in what to say. All members of the group will be written to and asked. Sue will pass the names on when she has them.

b. Initiative for developing directory (proposed by Dr. Shum)

The directory would allow patients to access as many resources as possible in areas of health, and for many conditions, including support groups, self-help groups, healthy lifestyle, the voluntary and community sector. It was agreed that Care Navigators (one of which works at Lordswood) could be a good source. Ann E said she would ask.

The Thorndike Practice locally has developed a leaflet giving information on many websites and organisations that can be accessed for information and help. This leaflet had been shared

across the CCG area as 'good practice'. The group agreed that there was no point in inventing the wheel and that perhaps the leaflet could be adapted for this practice.

The Website was agreed to be one place for information to be shared, but it would be a while yet before the website was modernised.

8. Meetings/events attended on behalf of the PPG since the previous meeting.

Carol, Kath and Sue had attended different meetings all about hearing the public views on the professional presentations of the way forward in Medway, the Medway Model, the GP 5 year Forward Plan, the Primary Care Home. (some of which had been presented by Tracey Rouse from the CCG at a previous PPG meeting, and some of which had been circulated by email to the group). Sue was also joining a countywide group around the NHS National 5 Year Sustainability and Transformation Plan, as a patient representative. Hopefully there will be information to share from this.

Another issue, which there had not been time to discuss, was a survey to which members had had the opportunity to respond, about restricting prescriptions for over the counter medicines. This will be discussed at the next meeting as to the practice' and patients' views.

9. Date and time of next meeting

Ann said she would book a room, in June, for 3pm (to continue the alternate times of day).

NOTE: Since the meeting, the large group room has been booked for Thursday 7th June at 3pm in the Lordswood CHLC

10. Any other business

Dr. Shum raised an issue that in a previous quarter in this practice, there were 760 Did Not Attends. This was very high and it was agreed that perhaps this was an issue in which the PPG could be involved, and should be discussed next time.

Martin gave out flyers for a Neurological Fair to be held on 24th March in Chatham Maritime.