

REACH HEALTHCARE - Patients Participation Group  
At Lordswood Community Healthy Living Centre, Sultan Road ME5 8TJ

Notes of Meeting and Action Log  
Wednesday 13<sup>th</sup> March 2019 at 6 pm

Present:

Alison - patient  
Amanda - patient  
Ann H (practice manager)  
Ann E (practice manager)  
April - patient  
Carol - patient  
Christine - patient  
Dr. Lall  
Dr. Musoke  
George P. - patient  
Gill - patient  
Kathryn - patient  
Ken - patient  
Marion R. - patient  
Miriam - patient  
Sue M - patient  
Sue S - patient/Chair

Apologies:

Deoduth,  
Dr. Shum,  
Marion A,  
Jeanette,  
Neil  
Tony

1. Welcome and Introductions.

All attendees introduced themselves and the group was pleased to welcome new PPG member Marion R. Dr. Lall was also attending her first meeting.

2. Apologies for absence were received from 6 members.

3. The Notes of the meeting held on 5<sup>th</sup> December 2018 were agreed by all those present who had attended the meeting

#### 4. Action Log from previous meeting

All actions from the previous meeting were carried out or discussed. Nothing was left outstanding.

#### 5. Update on Telephone System

The group were advised that the new telephone system is finally being phased in and commenced on 1<sup>st</sup> March. Patients had seen some improvement in the answering of calls etc. The next phase will include separating the telephones from the reception desk which required more staff. The two practice managers advised that there has been a recruitment drive for this, and successful candidates are now being trained. Frontline staff are less stressed now that patients are receiving a better system, although there is some way to go. There had been incidents which had on more than one occasion resulted in police being called.

In discussing patients' need, the doctors said that not all appointments actually required a doctor. The Chair asked if the Care Navigation service "Wellbeing" was being promoted and making a difference?

#### 6. Communications with Patients. Does the PPG have a role?

##### a. Social Media

Dr. Lall handed out information on Growing Patient Participation, which was in line with the updated Terms of Reference. She suggested that more diversity was needed on the group. Several members said that various methods of trying to recruit, particularly younger people, had been utilised. The Chair said she would use social media to target younger people either as members or for future focus groups at times to suit.

It was agreed that Dr. Lall would give the Chair regular updates about, e.g. the telephone system phasing, following Partners' meetings, to post on local social media. It was widely agreed it would be useful to have a Practice Facebook Group, which would be a one-way source of information to patients, with no facility for comments. The Chair said she would explore that.

##### b. Patients Online

Dr Musoke was leading on the promotion of the EPS (Electronic Prescription Service) and how it worked. This allows patients to nominate a particular chemist so medication can be collected from there and no need to collect prescription from surgery. This wouldn't reduce the waiting days, because all prescription requests must be checked and authorised. A leaflet explaining the service was handed round. The members agreed this was a useful opportunity for the PPG to assist the practice by standing in the waiting rooms and promoting this service to patients. This will be taken forward and members will be requested, before the next meeting, to assist when more information was available.

The chair said she had attended a recent PPG Chairs forum who were told that there is currently a pilot scheme in a Medway GP practice on Medication Waste, which involves local Pharmacists, practice pharmacists, GPs, practice staff and patients.

It was felt that there needed to be more engagement between Pharmacists and GPs and a suggestion was made to invite a local Pharmacist to a future PPG meeting.

c. MyGP App

The MyGP app was discussed with parts of it yet only being used. The Group was told that available appointments have to be uploaded by the Practice, but they can also be “snatched” back if the practice requires them for patients. PPG members expressed dismay that the increasingly regular absence of appointments on the app is frustrating, particularly for younger people, who will see it as another new service being promoted and then not working. This had already been the subject of frustration on social media.

d. Patients Surveys

The group was advised that the GPs request at this current time that any PPG led patient survey be placed on hold. This issue will be returned to at a later date.

7. General Updates from Practice

Staff recruitment is taking place right across the board in the practice, including GPs, new nurses, admin supervisor and 5 new reception staff.

The Group was informed of more changes nationally. A new NHS 10 Year Long Term Plan will change legislation and models of care. There is likely to be an Integrated Care System for Kent and Medway which will also likely involve one large Clinical Commissioning Group, with Integrated Care Partnership in the localities, all providers working collaboratively and not in competition. There are plans to have Primary Care Networks within the Medway locality which will be clusters of GPs working together on innovative services, each carrying 30,000 to 50,000 patients. GP practices themselves should not change. Much of these new systems and models are still to evolve.

Dr. Musoke said there is a new Medical School setting up in Kent, which will hopefully in future provide more GPs who will stay locally, as well as other clinical professionals.

8. Meetings attended by PPG members

The Chair had attended several meetings as a Patient Representative and very recently the PPG Chairs forum. At that meeting, they had been told about the Long-Term Plan as mentioned above, and the pilot for Medication Waste. There was also information about a new system being rolled out locally for NHS Trusts to share records electronically. Currently Medway Hospital is digitising its paper records (all those thick folders of patients) which will hopefully be made available immediately to GPs.

9. Date and time of next meeting

Next meeting is to be confirmed but with suggested date of 12<sup>th</sup> June 2019 at 6pm.

10. Any other business

There was none.

**ACTION LOG**

- I. To liaise regularly and update the local social media groups. – **Dr. L and SS**
- II. To explore options for a Reach Healthcare Facebook Group. - **SS**
- III. To liaise re volunteers in surgeries to promote the EPS. – **AE, AH, Dr. M and SS**
- IV. Invite Pharmacist to a future meeting – **SS (with assistance from AE)**
- V. Confirm date of next meeting - **AE**