

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

Notes of Meeting and Action Log
Wednesday 5th September 2018 at 6 pm

Present:

Alison – Patient
Amanda – Patient
Ann E. Practice Manager, Lordswood site
Carol – Patient
Deoduth (Dev) – Patient
George P – Patient
Ken – Patient
Martin – Patient
Miriam – Patient
Neil – Patient
Sue S – Patient/Chair
Tracy – Patient
Tony – Patient
Dr. Paul Musoke
Heidi – Operations Manager

1. Welcome and Introductions.

Everyone introduced themselves and the group was pleased to see new members.

2. Apologies for absence were received from 7 members.

3. The Notes of the meeting held on 7th June 2018 were agreed by all those present who had attended the meeting.

4. Updated PPG Terms of Reference

A small email sub-group of volunteers had looked at the Terms of Reference and a draft had been sent out to all prior to the meeting. The group agreed to adopt this document, which should go on the website.

5. Update on Reach Healthcare since merger - including appointments system

The practice manager updated the group on the awaited telephone Hub. Staff are currently being recruited and fully inducted. 23 receptionists overall will be required for the system, on a rolling rota for telephone hub and on receptions, for it to be effective.

There will be one main number with initially six lines, serving all three sites, and a range of options for callers. Callers will be told they are in a queue. The system installers will helpfully iron out any teething problems. It is hoped to be operational in October 2018. Members were pleased to hear this for a number of reasons, confidentiality at reception (being overheard on the phone) being one of them.

The Queuing system in Lordswood was in place and working well.

The Chair had been approached by patients, and also had had sight of a number of comments on a local Facebook page, much of which indicated dissatisfaction with the current appointments system, made worse over the summer holidays by a lack of doctors away on leave. Just trying to book an appointment, either on the phone or in person standing outside the surgeries, had been frustrating for many (and painful for some). Those concerns will be raised with the Partners. The members were told of some of the difficulties experienced by the practice. There was a general discussion about the lack of GPs not just across Medway, but wider. Many GPs are retiring, and not enough young doctors are being retained in areas outside London. It was suggested that it would help if somehow patients could be made aware, either on the website, in the waiting rooms, or on social media when there were specific difficulties, because communication is essential.

It was also hoped that once the new Telephone Hub was operational, some of the frustrations in trying to get appointments will be resolved.

6. a. 'Improving Access for GP Services' workshop (2 members attended)
- b. Extended GP hours from October.

Two members attended a workshop recently and gave a short report; members had received a copy in advance. The workshop was about proposals for improving access to Medway GPs. Surveys undertaken across Medway revealed appointment systems are an issue, depending on the GP practice, with many people finding it difficult to access a GP outside of normal working hours. The proposals, brought forward to October 2018, include an additional 150 hours of GP consultation per week across the whole Medway area, based initially in the 3 Healthy Living Centres, Lordswood, Rochester and Rainham. The service will include early and late appointments across the weekdays and some hours at weekends. Confidential IT systems will enable GPs to access patient records wherever they attend. The Lordswood site can be used by any Medway patients for this new service (by appointment) and Reach Healthcare patients will be able to access any of the sites should they need to. The report itemised the issues raised at the workshop

and the attendees' views. Meddoc will still operate. There are still several unknowns yet.

The Chair said she would try and find out more detail at a Clinical Commissioning Group PPG forum the following week. The general view of members was positive but with concern there may not be enough doctors in the area to carry out an effective additional capacity service.

7. Update on the Minor Illness Service

The Group was told this service, not part of Reach Healthcare, but based at the Lordswood site, was closing at the end of the month. It does not seem to have been an effective service, with manning being an issue.

8. Appointment of Officers for the PPG

Several members came forward to assist in different ways, including taking of notes.

9. Re-visit the GP Five Year Forward View document – 10 High Impact Actions. In particular - No. 1 Active Signposting – Patients Online

The Group was told that until the Telephone Hub and other systems were all bedded in, it was not yet time for the Patients Online information to be promoted. The volunteers who had come forward to help at some point were asked for patience. This will go on the agenda for the next meeting.

Many patients will be attending Walderslade surgery a.m. on Saturday 6th October and Lordwood surgery on a.m. Saturday 13th October to have a flu jab. It would be helpful to have volunteers again to assist the receptionists with the checking in and directing patients. The practice manager needed still to confirm, and an email will be sent to members before those dates. The receptionists had indicated it was a great help last year.

10. Meetings/events attended by Members, apart from No.6 above.

- a. The Chair is a Medway patient representative on the Public and Patient Advisory Group (PPAG) of the Kent & Medway (K&M) NHS Sustainability and Transformation Partnership (STP), one of many across the country set up to transform and sustain the NHS over the next few years; otherwise it will not be fit for purpose. The K&M STPartnership is comprised of Trusts across K&M, including

all Hospital Trusts, the Mental Health Trust and Ambulance Trust, and KCC and Medway Councils, and all the eight Clinical Commissioning Groups. The *PPAG* members, between them, are invited to attend all the Workstreams within the STP (those workstreams include Prevention, Stroke, Local Care, Primary Care, Estates, East Kent, Digital, Workforce etc) and give the patients' voice in the systems being invested in, and services being developed or re-designed.

- b. There is to be a series of Clinical Commissioning Group-led public meetings about improving Medway community health services. The Chair will re-send an email from the CCG giving the details so that members can access the proposal documents and decide if they wish to attend a meeting. Two members have already signed up.

11. Date and time of next meeting

A number of members are not able to attend during the day, so it was decided to have most of the meetings at 6 pm. The room will be booked, and provisionally it will be 6pm on Wednesday 5th December. This is to be confirmed.

12. Any other business

There was a short discussion on how patients access their records. The time taken depended on whether there are a lot of paper records to be photocopied. Other issues were discussed including mention of the legislation that now allows patients access.

A member asked about 'email sub-groups' mentioned in the new Terms of Reference. Sub-groups will be created if and when an issue needs discussing between meetings and will be open to everyone to participate.

ACTIONS

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| I. | New Terms of Reference to be placed on the Website. | AE |
| II. | PPG to help Promoting Patients Online service | AE |
| III. | Find out more details about the Access to GP new service | SS |
| IV. | Confirm when PPG volunteers needed for flu jab days | AE |
| V. | Re-send CCG email re Medway Community Health proposals | SS |
| VI. | Confirm booking of December PPG | AE |