

Manor Road Surgery
Patient Participation Group Meeting
Wednesday 6th April 6:30pm – 8pm

Present:	Dr Marianne Ford (MF) – GP, Manor Road Surgery Chloe Charters (CC) Practice Manager, Manor Road Surgery 4 PPG members attended the meeting
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Item	
1.	Welcome and Apologies: Apologies received from 2 patients. MF explained that as it is our first face to face meeting since the pandemic we have kept numbers small for this meeting.
3	Matters raised from last month's meeting: Minutes agreed.
4	Complaints: 1 medication-related complaint. This has been discussed in-house and learning outcomes have been recorded. The error was made due to the instructions given by the hospital – so extra caution will now be exercised.
5.	Practice Updates: QOF - We are pleased to have met all of our QOF (Quality Objectives Framework) targets for 2021-22 with full marks, which is a real achievement. Staffing - We have successfully appointed a salaried GP – Dr Ivil who is currently working at Manor Road Surgery every other Thursday and will cover for MF when on annual leave. This will increase to working every other Monday and Tuesday from July 2022 which will improve Dr Ford's work/life balance. We also have a new Practice Nurse – Charlotte Thomas who is working 1 day a week. Charlotte was previously a District Nurse and also works at QEQM in the Renal Unit/ A&E. Diane Chittenden continues with phlebotomy and has also now completed her Health Check training, offering routine checks for patients between 40 – 74yrs. Paul Caldwell who is being mentored by Dr Ford is currently working with us on a Friday afternoon. Paul is an Advanced Paramedic Practitioner who works across the Primary Care Network (PCN). He has completed his prescribing training and is a real asset to the surgery. Medical Examiner Scheme - A new system is now in place which provides greater scrutiny of deaths within an acute and community setting. Dr Ford works with a team of independent medical examiners to mutually agree cause of death for patients – in liaison with family members, which also gives the opportunity for family to provide feedback. This is a scheme which has been 5 years in the making

	<p>and is being rolled out Nationally.</p> <p>Patient List - Our patient list is currently full. We continue to accept new patients from residential and nursing homes, and care home staff members. We will also accept household relatives of patients already registered with us. With regret we cannot accept new registrations from patients who are already registered with another surgery in Deal – or patients who have previously been registered with us.</p>	
6.	<p>Deal and Sandwich PCN Updates: No further information regarding the PCN Participation Group meetings.</p> <p>There is now a robust PCN team in place – including Social Prescribers, an Occupational Therapist, Advanced Nurse Practitioner, Advanced Paramedic Practitioner, and Clinical Pharmacists. MF attends weekly care home meetings to discuss new residents and a monthly meeting with the PCN and Social Services to discuss more complex cases and patients who are difficult to engage with.</p>	
7.	<p>Access to Appointments : We are allocated a proportionate number of GP hub appointments each day, including weekends. The GP contract is changing which means that as a PCN, enhanced access must be provided until 8pm each evening and all day on a Saturday. MF will continue to offer a weekly late-night surgery.</p>	
8.	<p>Phlebotomy: The withdrawal of the phlebotomy service at Deal Hospital was discussed at the PCN meeting a month before it was closed – the PCN did not think that the service would be pulled and no public consultation took place. Fortunately, one of our staff previously did phlebotomy so completed her refresher training. It was decided in October that we needed additional capacity, which was when an additional Practice Nurse joined us. The wait for a blood test is currently between 1-2 weeks, urgent appointments are prioritised and patients requiring regular blood tests (e.g. for anti-coagulant monitoring, chemotherapy) can book blood tests in advance.</p> <p>The group discussed the concern around the withdrawal of phlebotomy at Deal Hospital and agreed that it should have been discussed, queries over whom the hospital actually belongs to. The group agreed that the Hospital is a real treasure to the community – who are actively investing in it.</p> <p>A member of the group asked whether or not Minor Injuries is still open. MF clarified that it is still open, but an appointment is required which can be booked by calling 111. 111 recognise Deal Hospital as ‘Victoria Walmer & District War Memorial Hospital’ – which is useful to know when calling. MF does not think that the MIU would turn you away if you visited in a crisis without an appointment.</p>	
9.	<p>Covid Vaccinations: We decided to work with Thanet due to their ‘can do’ positive approach. They are</p>	

	<p>allowing us to hold pop-up clinics here at the surgery, so we are currently in the process of booking Spring Booster clinics for our 75yrs+ patients. MF will be vaccinating the Care Homes on Saturday 9th April and we will then be looking to vaccinate our housebound patients. At the moment we are not sure how many cohorts of patients we will be able to vaccinate in-house but we are keen to make things easy and assessible for our most vulnerable patients.</p> <p>A member of the group asked which vaccine will be used. MF confirmed that the vaccine will be Moderna, which logistically makes things a little easier. It does not matter which vaccines were given for first, second and first booster.</p> <p>Clinics are still being held at 'Saga', which is now located in the old PC World building at Thanet. Appointments can be booked via the National Booking System or by calling 119 – the site location is listed as Thanet (Broadstairs) LVS, Unit 2, Retail Park, Margate Rd, Westwood, Broadstairs, CT10 2QW. Walk-ins are available Tuesday and Thursday afternoons and all day Saturdays.</p>	
10.	<p>Ukraine:</p> <p>Out of date bandages and dressings are currently being collected by one of the Clinical Pharmacists and will be donated to Ukraine.</p>	
15.	<p>AOB:</p> <p>A member of the group asked about obtaining lateral flow tests now they are no longer available via the Government website. MF thinks that Tesco will be selling them. She reassured the group that although Covid numbers are currently higher, risk to health is much lower.</p>	
16.	<p>Date of next Patient Participation Group Meeting – TBC</p>	