

Manor Road Surgery
Patient Participation Group Meeting
Wednesday 5th October 2022

Present:	Dr Marianne Ford (MF) – GP, Manor Road Surgery Chloe Charters (CC) Practice Manager, Manor Road Surgery 3 group members in attendance.
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Item		
1.	Welcome and Apologies: Apologies received from 2 patients.	
2.	Matters raised from last month's meeting: Minutes agreed from previous meeting held on 6 th April 2022.	
3.	Complaints: We have received 1 verbal complaint, discussed.	
4.	Practice Updates: a) Staffing Dr Ivil (salaried GP) is now working every other Monday and Tuesday which is improving Dr Ford's work/life balance. Diane Chittenden continues with phlebotomy and will soon be offering NHS Health checks. We have employed 2 new part time receptionists. b) Paper notes Our paper notes have been collected and are now in the process of being digitalised which has freed up space in MF's room, one of the treatment rooms and in the reception area. c) Online Access to records From 1st November 2022 most patients with online accounts (including through the NHS App and other patient apps) will automatically be able to view new entries in their health records. We are currently in the process of identifying and safeguarding patients who could be at risk of harm from having automatic access. d) Telephony System The PPG participants gave positive feedback regarding the new cloud-based telephony system which was implemented in August 2022. CC explained the	

	<p>advantages of the new system to the group including monitoring and training purposes and business continuity preparation should there be any power issues.</p>	
5.	<p>Deal and Sandwich PCN Updates:</p> <p>a) Enhanced Access</p> <p>MF explained the current appointment types being offered and the booking process for the enhanced access appointments. The surgery is no longer contracted to offer an extended hours service but will open to patients at 8am to each morning. Services are available for patients at Deal Hospital between 6:30pm – 8pm Monday to Friday, and 9am – 5pm on a Saturday.</p> <p>b) PCN PPG Meeting</p> <p>2 group attendees attended the first PCN PPG meeting held at Balmoral Surgery however unfortunately felt that they were not given the chance to voice any views due to an attendee from another surgery who was very vocal. CC will feed this back to the PCN Business Manager.</p> <p>c) ARRS Staff</p> <p>MF gave a breakdown of the current ARRS roles in post.</p> <p>The PCN has now appointed a Mental Health Practitioner for Adults and a Mental Health Practitioner for Children – their roles are to bridge the gap between primary and secondary care, which will hopefully reduce waiting list times. They will see patients with “minor” mental health issues such as social or behavioural problems, low level anxiety and depression and are able to signpost patients to other services and organisations that quite often we do not know about. Due to space restrictions at the surgery, St Richards Road surgery have agreed that our patients can be seen there, if not virtually. A new Social Prescriber has also been appointed – to bridge the gap between social services and health care.</p>	
6.	<p>Phlebotomy:</p> <p>We were asked by the ICB (formerly CCG) to conduct a survey regarding our in-house phlebotomy service, including access to appointments, the booking process and how long patients were having to wait for urgent and non-urgent appointments. All feedback relating to our in-house service was positive. The ICB have said that approximately 75% of patients in Deal would still like Deal Hospital to be offering a phlebotomy service.</p>	
7.	<p>Access to General Practice:</p> <p>The group discussed the results of the 2022 GP Patient Survey as per the attached:</p> <div data-bbox="798 1783 855 1845" data-label="Image"> </div> <p>Patient Survey 2022.pptx</p> <p>We will be conducting a piece of work around optimising access to general access. We will be seeking to understand our current demand and capacity, will be identifying areas for improvement and will be producing a plan which aims to improve patient satisfaction re: appointment timing, mode and continuity of care.</p>	

	We will also focus on our utilisation of wider system support including voluntary sectors and enhanced access.	
8.	<p>Immunisations:</p> <p>Carmela Dissoma has been supporting our Covid Booster immunisation programme here at the surgery. She has also been conducting visits to the care homes and our housebound patients. We have invited patients who are 65 years and over to the surgery for their booster vaccines. Other patients can continue to use the National Booking System to book their vaccine.</p> <p>Flu clinics have begun – eligible patients can book by calling the surgery and will receive a phone call, text or letter reminding them to do so.</p>	
9.	<p>AOB:</p> <p>There was some discussion around the length of time waiting for results from some hospitals – in particular CT scans. MF will ask staff to chase.</p>	
10.	Next Meeting – TBC.	