



MINUTES

Brewer Street Patient Participation Group Meeting Wednesday 18 September 2019 @ 02.15

Introduction - Please introduce yourself to the group

Attendees from practice - Mrs Jane Glancey Practice Manager, Mrs E Coombes Contract Manager, PPG Members - names in signing book at reception. Welcome to our new members ☺

Apologies received -, Members from PPG, Minutes - Meeting Minutes approved 24 April 2019 - approved.

Matters Arising

Now West Kent Health Ltd - Federation Update. Their role is growing & they are continuing to build relationships with practices. They're office is now based @ Hospice in the Weald. They are prime provider for Improved Access responsible for running IA service for West Kent on Sundays via two hubs at Warders (Tonbridge) and Albion Place (Maidstone) and for sub-contracting practices on a cluster basis to meet the requirements of the CCG contract we provide ie evening surgeries/Saturday. They will be providing a Practice Manager's forum in October, Jane will attend. Diabetes clinics in Tonbridge area, Maidstone GP practices will do these locally, they will train & upskill staff also.

The Federation in collaboration with MTW trust is launching a joint initiative to take feedback from colleagues and establish a cross-sector clinicians taskforce to address some of the current issues. This hopefully will lead to lesser frustrations and a smoother working relationship benefitting GPs, Consultants and patients. They also have a set up a locum agency.

PPG agreed that good communication between secondary care & primary care can only be a good thing & beneficial to patients.

Extended Hours/Improved Access Prototype - We are offering 8 am - 8 pm on a rota basis with other central Maidstone practices.

Extended early morning - we will still be offering extended hours - with our HCA, doing a 7.30 am start clinic, some early starts with the GP & our new social prescribing link worker.

PPG discussed **Sunday clinics** run by GP federation - hubs in Tonbridge & Maidstone - discussed how the availability of the appointments outside core hours is useful. Discussed we may reduce morning extended hours as we now have a social prescribing link worker.

A G E N D A

- **Primary Care Networks** - We are part of a PCN with Bower Mount Practice/The Vines & Northumberland Court practice (this practice is merging with a single handed practice in Maidstone. We will still work closely with the practices in our cluster ie Aylesford, College Practice & Blackthorn. The PCNs at the moment have to provide Extended Hours as outlined above. West Kent CCG will merge with 8 other CCGs - this clinically led commissioning group will split into Integrated Care Partnerships - ICP - we will be in the West Kent & Medway ICP. They will work closely with the PCNs to provide care that is directly related to the needs of the local communities. This is all very new & we will keep you informed as the processes develop.

PPG keen to know more about the how this will effect patient care in due course.

- **Workforce** - Social Prescribing Link Work - Amber Barrow is now attached to our PCN & practice. Appointments on Thursday's from 12 noon. Criteria will include mental Health/isolation/elderly patient isolation/teen mums/mums needing support ie baby groups/unemployed/offenders eg seeking employment/people new to the area/patients with disabilities for help for example community groups. One hour appointment initially either at practice or at the patients' home or in the community. Three & six month follow up with telephone calls in between. Amber is part of Involve.

PPG thought this was a good use of resources and believe that using other health care professionals to see patients is a sound initiative.

Any Other Business

Discussion re open or closed list - advised running a capped list as running at capacity. Many new housing estates in surrounding area, Brewer Street Surgery cannot take all of these patients.

Discussion on diabetic retinopathy - contract changed to new service confirmed.

**Next Meeting Wednesday 29 January
2020 @ 1415**