



MINUTES

Brewer Street Patient Participation Group Meeting Wednesday 5 July 2017 @ 02.15

Introduction - Please introduce yourself to the group

Attendees from practice -, Mrs E Coombes Contract Manager, Welcome to two new members. PPG Members - names in signing book at reception.

Apologies received - Mrs Jane Glancey Practice Manager, Members from PPG - earlier today

Minutes - Meeting 26 April 2017 - approved

Matters Arising

- **List - Informal Closure** - We are still running a Capped List from 1 April 2017. We will trial from August 2017 - one patient on & when one leaves/over a month. PPG approve & support the manner in which we have monitored our list size. PPG members drew to our attention the number of new buildings seeking to change to residential properties. Discussion re our appointment system that the PPG members feel is unrivalled, particularly the ability to book three months advance & no need ever to stand outside waiting for the surgery to open to get a same day appointment.
- **Practice Plan Refurbishment** - Lights redone - boiler & other decorating issues over next few months.
- **Friends & Family Test** - Many good comments - on-going government initiative. Patients can feedback via this initiative as often as they wish. This can be completed on the practice website <http://www.brewerstreetsurgery.nhs.uk> click on the link & complete.
- **Mid Kent GP Alliance Update** - Nothing to report at present.
- **STPs - Sustainability & Transformation Plans** -
Listening events happening across West Kent re STP ie conversation with local people about the future of the NHS - Maidstone 25 July 2017 1800 - 2100 @ Oakwood House, Oakwood Road, Maidstone.

Patient and Public Advisory Group - As part of the formal governance of the Sustainability and Transformation Plan their role is:

To ensure patients and the public have a real voice during the development of plans and to support elements of the decision making process

To provide advice to the STP Programme Board on key issues

To help drive forward a programme of involving patients and people across Kent and Medway

To act as ambassadors with other patient and community groups and to build awareness and support for the new health and care plans and the process to develop the detail within them.

PPG member reports he will be attending a meeting in September - as PPG Chair & will report back.

A G E N D A

- 5 Year Forward Plan - How things will develop & there is a plan - 'Next Steps on the NHS Five Year Forward View'. It highlighted some areas where things were working well such as improvement on clinical outcomes e.g. cancer survival rates. The CEO also identified 3 National Service Improvement Priorities for 17/18: listed as Improved A&E Performance, Strengthening Access to GP services & Improvements in Mental Health & Cancer services. Lots of emphasis on the crucial role of STPs and the development of Accountable Care Systems. Discussed fully - local press are reporting on these changes & the challenges that practices & patients are facing.
- Wound Care Management - CCG cluster are investigating the possibility of a clinic that specialises in wound care ie dressings etc. At possible hub practices. Discussed fully - PPG member reports anecdotally knowledge of this in another area & working well to the patient's benefit, but distance could be an issue.
- PPG member suggests no smoking outside the surgery - PPG member attended the practice & there were people smoking & stubbing their cigarettes on the ground & leaving them there. Jane Practice Manager did bring this up at a practice meeting (some years ago) & the GPs felt may be difficult to enforce. PPG member suggested signs. Discussed fully & PPG members feel that this should be considered - many hospitals now do not allow smoking on their grounds. Raise at internal Practice Meeting in July.
- Vision Online Services - trying to increase "active" users - NHS England want 20% of patient list size to be active users of online services - PPG members volunteer to talk to patients re online services - give out information etc. Interest from one PPG member who could spend time talking to patients, advised that we will speak to admin staff who facilitate this. Members have in the past felt that the system was not easy to use - we encouraged them to try again as the system is we believe is more user friendly. Can we please check if a shared email is appropriate to use - check with admin staff & feedback to PPG.

Any Other Business

Water dispenser - requested - we have rejected this in the past due to costs & spillage from young children - will pass to internal meeting.

Screen for advising patients in waiting room - PPG members advised new members that this is a very expensive & not something the GP partners wish to purchase at this time & has been discussed previously.

PPG members requested that a "Thank You" be made to the staff member that came in to the waiting room & informed them their GP was running late. All patients were reassured that they had not been overlooked/missed. Really encouraging that staff do this as PPG members encourage this.

See the Summer Newsletter in the waiting room or on the practice website

www.brewerstreetsurgery.nhs.uk

One PPG Member is on the committee of the Crohn's & Colitis Society - if we need any help or advice - leaflets/posters he is happy to oblige.

Meeting finished 3.45 pm

**Date of next meeting - 13
SEPTEMBER 2017 @ 1415**

**ALL PATIENTS WELCOME,
JUST TURN UP ON THE DAY
TO JOIN OUR FRIENDLY,
INFORMATIVE GROUP 😊**