



Minutes

Brewer Street Patient Participation Group Meeting Wednesday 25 April 2018 @ 02.15

Introduction - Please introduce yourself to the group

Attendees from practice -, Mrs E Coombes Contract Manager, PPG Members - names in signing book at reception.

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

Minutes - Meeting 24 January 2018 were approved.

Matters Arising

- **List - Informal Closure** - We are still running a Capped List from 1 April 2017. One patient on & when one leaves/monitored weekly -continue to do this. At present - most of our new patients are Allocated Patients from NHS England ie patients that do not have a GP. Two surgeries in Allington have given notice to close on 31 May 2018 - approximately 5000 patients, one surgery GP is to retire & the other practice has a base in Medway & they will concentrate on that site. There is a possibility of College Practice taking over one practice (or both) but to be able to use the premises there - negotiations between the CCG & College Practice.
- **STPs - Sustainability & Transformation Plans** - No further information at present.
- **Mid Kent GP Alliance Update - Now West Kent Health Ltd - Federation Update.** Nothing to add at present.

AGENDA

- **Signposting** -Staff to attend workshops in the coming weeks. Discussed the possibility that Brewer Street may decide that some of the initiatives may be beneficial to patients and the Doctors. Thoughts from those present. "May take longer on the telephone if inquiries and

advice are being given, which could lead to less telephone calls being taken". "Hence frustration at not being able to get through to the practice". "The wider view that there should be more direct helplines for patients with specific medical conditions. Bypassing contact with GPs"

- **Practice Nursing** - We are in the process of employing and training a new Practice Nurse - in June 2018. We have welcomed Jenny, Phlebotomist for a weekly session.
- **Extended Hours Prototype** - Working in the Maidstone Central Cluster of practices - ie including The Vine, Northumberland Court, Bower Mount, Blackthorn, College Practice, Albion, covering till 8 pm & some Saturdays. Lengthy discussion on how the service is being offered. Members agreed that they would prefer the Maidstone Central Cluster Group continuing to run the out of hours service, rather than it being run by a private enterprise. Members also like the early morning extended hours that Brewer Street already offers to patients.
- **Stroke Services in Kent & Medway Consultation** - Currently, no hospital in Kent and Medway can provide seven day a week access to stroke specialists. There has been a full public consultation with a shortlist of five possible options for the locations of the new units, which has been reduced to two options. There was discussion around the "Golden Hour" for stroke victims and the need for quick action to be taken to give patients a better chance of a full to good recovery. Travel times to the proposed sites would undoubtedly disadvantage some patients depending where the final agreed sites would be. It was felt the best options would be Canterbury Hospital and Maidstone Hospital. Maidstone patients stated it takes at least two and sometimes three bus journeys to get to Pembury Hospital.
- **Road Closure** - JG Practice Manager trying find out if the road will be completely closed - Clancy Docwra will be getting back in touch - this has taken well over a week with no full answer or advice.

Any Other Business

- The subject of the waiting room "Tannoy system" was discussed. A member explained that he had been in the waiting room recently, when a patient was called. The name was not clear to those waiting. Once again he asked that we look into a "Signposting" electronic call in system to be considered. Another member explained that this had been looked at previously and was prohibitively expensive.

Meeting finished 3.30 pm

NEXT MEETING

DATE PLEASE

Wednesday 25th July

@ 2.15