



MINUTES

Brewer Street Patient Participation Group Meeting
Wednesday 25 January 2017
@ 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.

Apologies received - Members from PPG

Minutes - approved from Meeting 28 September 2016

Matters Arising

- **List - Informal Closure** - We re-opened the list on 1 January 2017 - we have capped the list at 9200 patients. We monitor the list weekly & discuss this monthly at the Practice Meeting. We anticipate - with the number of new registrations coming in - that we will be open till approximately March 2017.
- **Practice Plan Refurbishment** - we have had a thermostatic valve put on the patients' WC & we will be replacing the corridor & waiting room lights in the next month.
- **Friends & Family Test** - we monitor this monthly & put the data on the website & comments on the board - always a high level of positive comments; some positive patients tick "extremely unlikely" as they don't want any more patients as they believe that would have a negative impact on their patient experience but of course this makes the figures I input for the Department of Health look like we have a some very unhappy patients! 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** -The federation of GP practices across West Kent has been in place for over a year - they are now at a point where they can start working on priorities for practices & finding solutions - CCG (Clinical Commissioning Groups) are having staff seconded over ie senior staff in commissioning services/finance & medicines management this is to bring more knowledge & expertise. Practices are now in clusters & have regular meetings - one GP one Practice Manager per practice - with CCG representatives/GP federation representative - we are in a cluster with The Vines Medical Practice, Bower Mount Road (formerly King Street), Northumberland Court, Allington Clinic, Allington Park, Grove Park, Albion Place, College Road practice & Blackthorn - we are Cluster

1! The GP Federation is finding its way slowly, they have got the contract for Diabetes in primary care but have tendered for other services ie dermatology & not got it.

Recent talk in the media relating to 8 - 8 cover 7 days a week - we know will be in the governments new GP contract in 2018 - the GP Federation will start thinking about this now Possible ways to cover this would be in our clusters. Information to follow!

Ereferral - previously known as choose & book - the CCG are encouraging all practices to use this online method of facilitating patient outpatient appointments - if West Kent practices as a group get a higher percentage of referrals - 49% of total referrals, they will be awarded a payment that can be used for patient care.

A G E N D A

- **CQC Visit 7 December 2016** - we have now had our CQC Visit in December. Many thanks to those PPG members who kindly took the time to come & talk to the CQC Team. We had a very stressful two weeks leading upto the Visit. They requested lots of information on staff training, recruitment, and audit, how we manage patients in certain clinical groups in advance. We are pleased to advise we had very positive feedback on the day & have accomplished "GOOD" in all areas.

We wish to continue this high standard & continue the good work.

After all the stress, we felt it was a pat on the back & where there were small issues to correct on the day, it was done in a way that felt we were working together with the CQC as a team.

The report is available to view on the practice website - by clicking on the link available on the home page, this will display our Ratings & you can then click on the Link "see the report in pdf" & see detailed report. We have also displayed our ratings on posters in the Waiting Room.

- **Cluster Meeting 10 January 2017**

- 1 To nurture & develop relationship between cluster practices & their staff
- 2. To share best practice & innovate together to optimise patient care
- 3. To allow multi-professional learning & dialogue
- 4. To provide opportunities for mutual support which can develop & sustain the workforce
- 5. To allow the development of units of service delivery fit for the delivery of future models of care

Unfortunately the meeting was less well attended as IC24 (out of hours cover) could not cover at the last minute. We broke into groups & worked in teams to advise on numerous topics - for example how do we see the NHS in five years' time. This work will be collated & forwarded on to practices.

Any Other Business

PPG member reported that a leaflet had been put through his door relating to local group of the people setting up a "patients committee to share cost saving ideas in relation to the NHS" - I have since been advised that this was one person on their own who paid for this this - there is no trial of payment for GP appointments in this CCG nor in another area & not foreseeable in the future.

Medical records - PPG Member advised that he accessed his online medical records as a point of principle but it displayed only a list of injections/blood pressure readings - no diagnoses - no real information - Jane PM advised that it is still in its early stages & that the information displayed is information that is Read Coded - this is how the computer records information - all tests/diagnoses

have a number & mixture of letters that the computer records. The Department of Health & the clinical record systems display records by extracting the read codes, not the actual consultation notes.

PPG member - practice please leave PPG Minutes in the Waiting Room - along with the Practice Newsletters - agreed to do so & apologies for not thinking of this previously.

Dr Gilmore will be working two extra sessions on Fridays from 1 February 2017.

One of our Practice Nurses is on long-term sick leave & we have locum practice nurse who will cover many of the clinics from February 2017, this locum practice nurse worked locally as a practice nurse before doing locum cover & is looking forward to helping us manage the workload.

PPG recommend turning the chairs in the Waiting Room - so they are all forward facing - happy to facilitate this.

Many thanks to all those that were able to attend.

Meeting finished 3.40 pm

**Date of next meeting -
WEDNESDAY 26 APRIL 2017
@ 14 15**

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