



MINUTES

Brewer Street Patient Participation Group Meeting Wednesday 24 January 2018 @ 02.15

Introduction - Please introduce yourself to the group

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

Apologies received -, Members from PPG

Minutes - Meeting 13 September 2017 - 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. Discussion around this, in relation to issues with pharmacies that occasionally happen & other local practices not taking patients. We try to run this system with as little inconvenience as we can to patients, we still have allocations also from the local team.
- **STPs - Sustainability & Transformation Plans** - No further information at present. PPG member has forwarded emails re PPG chair relating to STPs etc no concrete information in relation to the STP other than going forward the small groups ie CCG are getting bigger & joining together - ?will this stop local planning PM advises we are still part of a small cluster group of GP practices that work closely together. PM will forward relevant information with these Minutes.
- **Mid Kent GP Alliance Update - Now West Kent Health Ltd - Federation Update.**

WKHLtd has a statement of purpose which they would like to take forward with approval from shareholders:
"To provide support for practices to maintain their financial and organisational stability with a thriving and resilient workforce. To provide Leadership which facilitates General Practice remaining at the heart of local care as it evolves, thereby improving the experience and outcomes for the people of West Kent as they seek to remain healthy".

It was reported at the AGM The Federation has developed a good relationship with the CCG and is working on local care plans based on strengthening General Practice, managing the shift of funding from secondary care to the community. It was concluded that the Federation can use the CCG to help develop the organisation.

A G E N D A

- **SMS Texting Service** - West Kent CCG have funded this new service & we have gone live (November 2017). Some teething problems - & set up was time consuming in that all patients with two numbers had to be reviewed. New app attached to this - allows patients to book online appointments but to go further in the app - ie scripts etc - patients have to follow the usual protocol for access to Vision Online Services. PM reported we had some issues in the set up (not shown in the initial training) that allowed all the appointments to be accessed online! Following discussion with another practice manager, this was easily resolved. PPG reported they felt that this was a good idea, that they have had this service from their dentists etc.
- **Signposting** - Cluster meeting advised of this initiative & encourage practices to send their receptionists on the training (funded by the 5 year forward view monies a Department of Health initiative). Training in late spring. The initiative is a mechanism by which receptionists direct patients to a wider system of health care providers - there will be a group of suggested options including - Pharmacy first scheme/Involve (voluntary sector/carers etc)/health & social care co-ordinator. There will be access to online learning. In other areas there has been shown to be a reduction of 5 - 10% of patients seen by GPs where they have piloted it. Brewer Street has not "signed up" for this scheme, team members will attend the training & it will be discussed with the GP partners re if we will go forward with this. We thoroughly discussed this, we saw many aspects where patients may not like being triaged by a receptionist - discussed how this would depend on how the receptionist spoke to the patient & would hope that this would be addressed in the training sessions. Many self-limiting illnesses could be helped with attendance at a pharmacist not a GP & we talked about the negatives/positives as we saw it. Update in due course. Discussion around paperwork that is not under a GP's contract to do eg sick certificates for less than 7 days ie patients should self-certificate/letters for housing/schools etc - which are charged for.
- **Practice Nursing** - workforce issues. We are down by one Practice Nurse - not many PNs available in the wider workforce. Employed a newly qualified phlebotomist - sessions starting soon.

Any Other Business

PM discussed "Extended Hours" & how this may well work with 8 - 8 working in the future, with a cluster of practices covering these extended hours.

PPG member wanted to pass on her thanks to the reception team for helping with a glucose monitor.

Two small housekeeping issues raised in relation to the patients' WC - duly noted - thanks for the feedback.

Meeting finished 3.45 pm

NEXT
MEETING ON
WEDNESDAY
25 APRIL
2018 AT
02.15