



MINUTES

Brewer Street Patient Participation Group Meeting Wednesday 13 September 2017 @ 02.15

Introduction - Please introduce yourself to the group

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

Apologies received -, Members from PPG - earlier today

Minutes - Meeting 5 July 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. Administration staff advise this is working well & we will continue to do this. Thanks to the PPG for their support. Discussion around extensive developments of new housing in the area - PM advised that MBC inform the CCG of large developments but where a building changes purpose from retail to housing, they are not made aware in advance.
- **Practice Plan Refurbishment** - General housekeeping relating lights in inner office/replacement of two lights.
- **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. PPG Member suggests we make patients more aware of the ability to do FFT online - suggest do a poster to encourage patients to complete.
- **Wound Care Management** - not going forward at this moment - LMC looking at GPs providing this service as Enhanced Service - ie project specification & payment for the work you do. Believe Wound Care Management special clinic is on hold.

AGENDA

- **PPG Chair Meeting** - thanks to PPG member attending this meeting yesterday & reported back for us - there was presentation by Greg Middleton - Chief CCG Finance Officer - "providers to

work together" our CCG was under budget but had to pass on savings of 6 million this year & 3 million next year to other areas that were over budget - money may come back in 2 years if other areas balance their books. Considerations for cost savings are looking at medication eg generic/over the count - like the introduction of no gluten free routine repeat prescribing from 1 September 2017 in this CCG. It has been reported that 25% of referrals (nationally we believe) are discharged back to the GP on their first appointment

➤ **STPs - Sustainability & Transformation Plans**

Description as below but STPs may now become Authorities - local GP meeting many GPs feel that new changes relating to STP/CCG/Super Practice/GP Federation - changed from bottom up to top down - decision making taken away from local level to higher level. Discussion around this - no one aware of how the STPs to be implemented locally.

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.

➤ **Mid Kent GP Alliance Update - Now West Kent Health Ltd - Time of Transition - Federations growing larger - demise of the CCG as we know it - believe there will be a Kent & Medway CCG - high level CCG - for Decision Making - Regulator Role - Strategic Role - will do this through - I believe - ACS's - Accountable Care Systems - with possible three in Kent - East/West/North Kent.**

GP Federation will be the MCSP - Multi System Care Provider. Developing "Super Partnership" of all practices - not done at cluster level ie 6/7 practices but over the 80 practices in West Kent. PM reported on this as per a Cluster Meeting attended - it is muddly with the acronyms & further information will be shared when we know how this will be implemented - local GPs feels this is now changed from bottom up to top down.

PPG member asked who has made this decision - PM could not answer - believe these types of decisions get made at a high level in NHS England - any further updates PM will report - sorry that it was so muddly but the meeting PM attended where this was reported was the previous day to this meeting & the details how this would be rolled out to practices & implemented was not clear.

➤ **Mapping the Future** - PPG member forwarded information on this - 5 broad programmes agreed in 2013 - New Primary Care/Falls/Dementia Mental Health/Urgent Care/Respiratory. Nil to add other than we all believe the above programmes are important to patient care.

➤ **Vision Online Services** - PPG member advised another patient queried no Practice Nurse appointments online - EC Contract Manager. Contract Manager advised this is not compatible as many of the appointments for the nurse are different lengths depending on the task required, the receptionists know the correct length of an appointment for say an ECG or Blood Test but patients would not.

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 - **Agreed Too messy & costly discussed at Practice Meeting with partners.**

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. **Initial costs over £3000 & annual costs license/support - approximately £800 pa - discussed at meeting but further input needed from GP partners not at the meeting. Some PPG members advised the tannoy is not clear & would prefer the screen so that patients don't miss their names being called.**

- **Request from PPG member re training** - we have done Information Governance (confidentiality & how we look after our data & the statutory regulations surrounding this), Training/Emergency Afternoon/Fire Safety/Equality & Diversity so far this year - we will be having a Emergency Life Support update soon & a clinical system training day/update ie computer training.
- **TEXT** - we have been provided with software to do this funded by the CCG - if you have an online account - you will already being advised by email of any appointments you have booked. Contract Manager reported that in relation to Electronic Prescriptions - Pharmacies are requested not to dispense in advance until the patient requests it as once dispensed can only be used by the patient prescribed to.

Meeting finished 3.40 pm

**Date of next meeting -
WEDNESDAY 24 JANUARY
2018 02.15 PM
ALL PATIENTS WELCOME,
JUST TURN UP ON THE DAY
TO JOIN OUR FRIENDLY,
INFORMATIVE GROUP 😊**