Pencester Surgery

Patient Participation Group Meeting

Thursday 15th June 2023

MINUTES

Those present: Julie Hooper [Practice Manager], Michele Goodwin [Reception Supervisor], Mike West [Chairman], Geraldine Butchers and Georgette Rapley.

1. Apologies. None
2. The minutes of the last meeting were read and agreed.
3. Patient Survey. One particular area stood out from the survey and that was ‘difficulty contacting the surgery’. We have now increased the number of staff we have answering the telephones during particularly busy periods such as Monday mornings.
4. Appointments on line. The surgery is continuing to utilise the self-bookable appointments. This has been a great asset and has been used for various campaigns including blood pressure recalls. We also intend to use this for this year’s flu campaign. This should have a significant impact on the reception staff and relieve the demand on the telephone system.
5. Butterfly needles. JH confirmed that the surgery does have a stock of butterfly needles for those patients who need them.
6. Flu vaccinations. MW has heard that free flu vaccinations may stop next year.
7. Power of Attorney. MW asked if the person who holds the Power of Attorney is required to be registered with the practice. It was confirmed that this is not the case. We would need to see the original document and this would be scanned on to the patient’s records and an entry also made stating who holds the Power of Attorney.
8. AOB

* It was confirmed that there have been no staff changes in the practice since the last meeting.
* Dr Pryse has started working with Dover Outreach Centre and is doing one clinic a month there for those who access this service. Our staff are also working closely with them to assist the homeless and vulnerable to access medical care and register with Pencester Surgery if they so wish.
* Our podiatry clinics have now started. The initial contact is a telephone consultation and a face to face appointment is booked if necessary.
* We now have two dieticians who have started holding clinics at Pencester Surgery.
* A physiotherapist is now running clinics at the surgery on Fridays.
* The reception staff have more responsibility with regards to signposting patients to the correct service. They have all recently completed signposting training.
* The waiting time for an ADHD assessment is currently 5 years.
* We are producing a newsletter on a quarterly basis to keep patients up to date with any changes in the practice.
* The flu clinics will be added to our system in July for patients to book into.
* Pencester Surgery is being used for covid vaccination clinics on Saturdays and will also be used for the autumn booster campaign.

Date of next meeting: THURS 14th SEPTEMBER at 14:30