

PPG MEETING

Tuesday 5th March 2019

MINUTES

Those present : Julie Hooper [Practice Manager], Michele Goodwin [Reception Supervisor], Sue Gassor [Nurse Practitioner], Mike West [Chairman], Georgette Rapley, Geraldine Butchers, Angela Condon, David Todd.

1. Welcome to new members. A very warm welcome to a David Todd who joined us for the first time today.
2. Apologies for absence. None
3. Minutes of the last meeting. These were read and agreed.
4. Matters arising from the minutes.
 - The preferred option for three new specialist 'hyper acute stroke units' to be introduced across the county has been announced. This is part of a continuing review of urgent stroke services led by local doctors and other clinicians. The aim is to reorganise services so that specialist stroke staff can more consistently deliver high-quality care around the clock, and in so doing reduce deaths and long-term disability from stroke for local people. These units will be in Chatham, Maidstone and Ashford. Members of the PPG expressed concerns over the locations of these units as it will leave large parts of the county with a great distance to travel despite it being well documented that it is crucial to seek treatment following a suspected stroke within the 'golden hour'.
 - DNA appointments. We have seen a substantial decrease in these appointments in January and February when compared to last year. The results are very encouraging and the surgery will continue to send text reminders and also letters to repeat non-attenders.
 - Buckland Hospital. Despite expressing our concerns at the substantial funding that has been made available to Buckland Hospital for repairs and enhancements we have not received a response from the hospital. Mike will attempt to get a response.
 - Surgery Changes. The contracts of Pencester Surgery and Pencester Health will merge on the 1st of April and the clinical systems will follow on the 24th of April. Each surgery will remain at its respective location for the time being.

Dr Flower is leaving the practice on the 31st of March and Dr Jonathan Pryse will join us as a partner on the 1st of April. He will be working 3 days a week at Pencester Surgery.

5. Practice Survey. Mike has very kindly collated the results of this year's survey. The results were very pleasing with the reception staff being highly praised for their helpfulness. The PPG will work on another survey to incorporate the clinical staff.
6. Babylon Healthcare App.

Babylon is a subscription health service provider that provides remote consultations with doctors and health care professionals via text and video messaging through its mobile application. The service also allows users to receive drug prescriptions, referrals to health specialists, and book health exams with a limited number of facilities in London. Concerns were raised and discussed amongst members of the PPG regarding the effect this would have on general practice if this sort of service was introduced in this area. As a practice we would obviously see a drop in income if patients registered for this kind of healthcare at a time when resources are already extremely stretched.

7. AOB
 - As there is not a maternity unit in Dover anymore concerns were raised that any babies born now [unless a home birth] would not have 'Dover' as their birthplace. Georgette will write to Charlie Elphicke and feedback at our next meeting.
 - Vascular dementia patients. Georgette was concerned that there could potentially be many of these patients who would possibly require help when attending the surgery. Reassurances were given that all staff have completed recent dementia training and are also trained to register carers.

NEXT MEETING TUESDAY 11th JUNE 2019