

Pencester Surgery / Pencester Health
Patient Participation Group Meeting
4th September 2018
MINUTES

Those present : Julie Hooper [Practice Manager], Dr Carrick Richards [GP Partner], Michele Goodwin [Reception Supervisor], Sue Gassor [Nurse Practitioner], Mike West [Chairman], Georgette Rapley, Geraldine Butchers.

1. Apologies. None
2. Matters arising from previous minutes.
 - Mike has not an update as yet from Charlie Elphicke regarding eye surgery at Buckland Hospital or the new stroke centre.
3. Discussion with Dr Richards regarding the wait for outpatient appointments and the current pressures on the NHS. Dr Richards explained about ongoing problems with funding and the extremely hard job the NHS has in providing the same services with fewer resources.

We are, in fact, fairly lucky in this area as opposed to other parts of the country. We now have a GP hub located at Buckland Hospital to relieve the pressures faced by local practices. At the hub patients can also access nurse practitioners, physiotherapists and mental health workers between 8am and 8pm every day of the week. It is expected that the hub will eventually become a solely nurse led service.

Members of the PPG asked why more has not been made of the new Buckland Hospital. Dr Richards explained that it was never the intention for the site to be used in that way. However Buckland Hospital does offer outpatient clinics, treatment of minor illnesses, an out of hours GP and a GP hub.

The pressures being faced in Folkestone were also discussed following the closure of two local practices.

The PPG were informed that Pencester Surgery is actively looking to recruit a new GP to alleviate pressure.

4. Missed Appointments. Julie is now displaying the number of appointments each week where patients did not attend. Despite this and text message reminders of booked appointments the DNA rate is still very high. Our records show that the rate is somewhat higher during the winter months and dips in August.

ACTION: Julie will arrange for letters to be sent to patients who persistently do not attend.

5. Members of the PPG are assisting with the organisation of the flu clinics this year and will also take this opportunity to distribute the 2018 patient survey. The flu clinic will be held on Saturday 22nd September and Saturday 6th October.
6. Reorganising hospital services. We expect to receive news of the decisions made regarding this towards the end of the year. We will revisit this subject at our next meeting.

NEXT MEETING TUES 4th DEC 2018 at 14:30