

Pencester Surgery / Pencester Health

Patient Participation Group Meeting

Tuesday 20th March 2018

MINUTES

Those present : Julie Hooper [Practice Manager], Michele Goodwin [Reception Supervisor], Mike West [Chairman], Geraldine Butchers, Angela Condon, Julie Willis [nurse practitioner]

1. Apologies. Georgette.
2. Minutes of last meeting were agreed.
3. Matters arising from minutes.
 - Ron Spencer has now moved away and will be sadly missed at our patient participation group meetings. Mike will email to extend our thanks for his help and commitment.
 - It was agreed that we would purchase lanyards for members of the PPG to wear when assisting in the practice.
 - This year's patient survey has been condensed and agreed.
 - Following our discussion regarding the baby clinic and the fact that babies are being redressed in the waiting area it was agreed that the baby changing table in the disabled toilet is an appropriate alternative.
4. We are all very mindful that we must seek interest from new members to maintain the PPG.

ACTION : Julie Willis will approach patients to gauge any interest.

The waiting area has recently been decorated and 5 new notice boards have been purchased and are waiting to be put up. One of these will be dedicated to the PPG and any issues that we feel the patients attention should be drawn to. We will also add a comments box for any input or topics that other patients would like discussed during the course of our meetings and feedback to the patients via the board.

5. Eye surgery at Buckland Hospital. It was recently announced in the press that Buckland Hospital will cease to treat age related macular degeneration. Because of the withdrawal of this vital service patients with this condition must now travel to Canterbury or Ashford. These patients are very often in their 80s or 90s and making such a journey after receiving treatment for this condition is unacceptable.

ACTION : Mike will compile a letter on behalf of members of the PPG supporting his campaign to have this service reinstated.

6. Stroke Centre for East Kent. There has been a recent proposal to establish 3 new acute stroke units in Kent and Medway with a choice of 5 different locations for them. The final decision has not yet been made but should be available for our next meeting.
7. Personal Independence Payment [PIP] co-ordinators, funded by Age UK. Age UK will provide help and assistance to those who require it when seeking to claim PIP. This is a benefit for people of working age with disabilities. Care navigators also provide a similar service for vulnerable patients who require help and support. Our GPs are fully aware of these services and utilise them regularly and also hold monthly meetings to discuss the caseload and outcomes.
8. Missed Appointments. The members of the PPG are fully aware of the problems caused by missed appointments.

ACTION : Julie Hooper will advertise the number of missed appointments each week in practice.

9. AOB.
 - We have recently employed a new nurse who has joined us from the William Harvey Hospital. She will initially complete practice nurse training with a view to qualifying as a prescriber and nurse practitioner.
 - We hold our annual flu clinics on 2 Saturday mornings in September / October. The practice have asked for the kind assistance of members of the PPG to co-ordinate this on the day and assist with the smooth running of each clinic.
 - Ideas for the window display were discussed. It was decided that the holiday vaccinations display was very successful so maybe we could repeat this along with an area informing patients about sun exposure and alcohol misuse in the summer.

NEXT MEETING TUESDAY 12th JUNE 2018 AT 14:30