

Patient Forum Minutes

22nd October 2019

Attendees: Iris Connaughton, Steve Mahoney, Mr Venables, Mrs Venables, Mr Wright, Patricia Thomsett-Jones, Marion Vause, Alan Prior, J Lambert, D Burton, Shelia Harris, Moira Carey, Jackie Leary.

Dr Ian Sparrow – Senior GP Partner
Lesley Betts – Practice Manager
Paula Goldstraw – Admin & IT Manager

Apologies: Cynthia Rosser, Roisin Murray & Jean Harlow

1. Matters arising from the minutes of the last meeting

Emis Migration

Lesley mentioned the Emis migration and it having taken longer than expected with regards to the backlog of work. Lesley mentioned that Emis support wasn't the best and we weren't as prepared as we could have been had we been better informed. She said that it will take years to get where we were with the previous clinical system as we had years of knowledge and understanding. We now have to set up the system all over again. She stated that Paula has to rewrite all the searches and templates. Paula has managed to obtain some templates from Cedars Surgery but said that this will take a long time to get to where we need to be.

4. Practice Survey

We are hoping to proceed with this from the 4th – 15th November. It will be published on our website and it will be the first thing that pops up for the patient to fill out. Lesley asked the group to drop Paula an email if they are able to help out at the Practice to hand out the surveys and encourage our patients to fill one out. Paula will then organise a time table. Lesley did say we are also using the Friends and Family Test via text message as part of our patient feedback, and this gets a good response.

2. Feedback from members of the Deal Health Patient Forum

Lesley stated that because Cynthia was not attending this evening there was no feedback regarding the Deal Health Patient Forum.

3. Dr Sparrow – Deal & Sandwich Primary care Network update/ Practice updates

Dr Sparrow explained that this was a new initiative from the Government for us to start working collaboratively with other practices. Deal and Sandwich PCN will work together to improve local services for our patients, i.e. coil fittings Lung Function tests etc. The PCN have managed to employ a Social Prescriber, Katharine Manser, who used to be the local Care Navigator and a Senior Pharmacist, Jo Lodge, who will be working with the practices to make best use of budgets and

improving drug safety. This is to keep things local and is a 5 year plan. Dr Sparrow also mentioned the new medical school coming to Canterbury and we will have medical students having some training within the PCN training practices, the PCN will provide training as well as provide care in the training hub. Dr Sparrow's role within the PCN is Clinical Director. This work will take him out of practice for one day per week. Lesley stated that we felt it was important for Dr Sparrow to take this role to give us a voice for improving local services and quality development, as he knows what services are needed. A forum member questioned where the funding for this is coming from? Dr Sparrow explained that the funding is from central government and from each practice, the Social Prescriber is fully funded and the Pharmacist is partially funded from the government. This will affect the practices funding but Lesley stated that we have been pushed to do this quickly as we were, at the time, told there would be 100% reimbursement but there was lots of criteria for this. Lesley also mentioned extended hours enhanced service has changed with the money going to the PCN rather than to individual practices. Luckily all local practices provide extended hours anyway. There is no funding for admin for the PCN and this means the Practice Managers are carrying additional workload currently.

Dr Sparrow said that there will be payment for the medical students but that would not fully cover the time he takes out of surgery or locum cover. The aim is to train medical students and hopefully once trained they will stay in the area. Dr Sparrow said that he thinks the medical school will be good for the area and we need to nurture and encourage the students to stay in the area.

Dr Sparrow commented that Dr Dookie, our last GP Registrar, has now fully qualified and has chosen to stay with us at 8 sessions per week as a salaried GP and we have also employed new GP, Dr Prem Pal for 6 sessions per week as a salaried GP.

Lesley mentioned that Helen, the Paramedic Practitioner, has left and that we are looking to employ a Nurse Practitioner. We have decided this is a better fit now as the PCN will be funded for a PP next year.

A patient asked what the role of the Social Prescriber was. Lesley said that they are patient focused and will visit the patient at home if necessary, she is able to do wheelchair referrals, look at benefits and will be very patient involved. She has a wealth of knowledge and her aim is to get patients out socially. She has the ability to build on making new patient network groups if needed and will help facilitate and coordinate those. Her aim is to keep people out of hospital. She attends multidisciplinary meetings where vulnerable patients are discussed with multiple service providers attend and she will coordinate if necessary.

One patient asked if the PCN will affect Deal Hospital. Dr Sparrow stated that there are still step down beds there and the plan is to make Deal Hospital an 'Urgent Treatment Centre'. They will integrate Minor Injuries Unit with Deal Hub; he doesn't know what the opening hours will be. As the x-ray isn't open late and it won't be a full UTC. Funding is coming from the CCG and centrally.

Any other business

A patient was asking, why when he comes to the reception desk, when he asks for a cholesterol blood test, he is told he needs to see a doctor? He feels that this is wasting the doctor's time.

Dr Sparrow said that he would need to know why this test was needed, is it for primary or secondary care. He said that it may not be necessarily a good use of NHS resources and may not need to be acted on. He would want to know whether the patient has had a stroke or heart attack in the past as this may affect treatment. Dr Sparrow stated that reception staff are not trained and won't know and this is why it should be discussed with a GP.

Lesley asked if anyone knew of a subject they would like us to organise a speaker for at the meetings in the future and to let her know. She said that maybe once the PCN has started and got up and running there may be more people that can come to talk to the group with more information about it.

Date for next meeting: 18/02/2020