**Patient Forum Minutes – 26.06.23**

**Attendees: Colin Hartley, Mr Burton, Mr & Mrs Graham, Iris Connaughton, Alan Prior, Edwina Prior, John Surridge, Hugh Axton, Patricia Thomsett-Jones , Linda Chapman, Marion Vause, Judith Hardy, Mary Venables, Bill Venables & Colin Hartley**

**Lesley Betts – Practice Manager**

**Paula Goldstraw – Admin & IT Manager**

**Katharine Manser – Senior Social Prescriber for the PCN**

**Apologies: Rebecca Seaman, Steve Mahoney, Edwina Russell, Moira & Jackie Carey, Susan Faulkner & Adrian Rudge.**

1. **Matters arising from the minutes of the last meeting**

Lesley noted she had nothing to discuss. Lesley asked the group if anyone had anything to discuss. Mr Surridge mentioned that he had put his name forward for the PCN representative but hasn’t heard anything about this. Lesley confirmed that his details were sent and that she will check with Becky this was done.

Ideas for future speakers was discussed at the last meeting and so Katharine is here with us today to explain the social prescriber’s services.

1. **Update on the current situation at Balmoral Surgery**

Lesley updated the group on our current situation. Dr Hoffmann retired at the end of May and Dr Viney is still on long term sick and we do not have a planned date for his return.

Lesley mentioned that we had some good news, in that Dr Ogunleye will be joining us as a partner, when all the paperwork is put in place with CQC but this should be around the 1st of September. Dr Osondu will also become a salaried GP hopefully August/September time, the date to be confirmed. We interviewed last week and hope that the outcome of that will be positive. Lesley stated that we are still short on clinical practitioners. Dr Viney’s sessions are currently 9 sessions that need to be covered and we have some locum cover that at present. We are still 8 sessions short with regards to our list size, which is average, we do have a high workload with fewer people but this is going in the right direction. Lesley informed the group that Ann Scott, our practice nurse is currently training towards the clinical practitioner pathway and will in time see patients with minor illness. This will create additional appointment slots. We are continuing to advertise and we are feeling much more positive.

One of the group members asked how we are going to cope with all the development in the area. Lesley stated that no one has approached us from the ICB regarding this but money should be put aside to provide services to increase space or a new surgery.

1. **PCN Social Prescriber Services**

Katharine is here from the PCN to explain some of what the Social Prescriber can support with. She has left some leaflets for info so that the group can pass onto relatives or friends that may need some social support ie, benefits, such as attendance allowance, hand rails/equipment, social services referrals, residential care or care needs assessments for anyone that is struggling to look after themselves. They can support with lifestyle changes such as diet & exercise referrals. They link with voluntary sectors connecting people with social networks such as a new Parkinson’s support group being set up in Deal as there was no support in the local area. Katharine went on to say that you can access their services via your GP Practice or they do have their own phone number for self-referral. Details are on the leaflet or ask someone at your surgery who can help get you in touch. Katharine asked for any feedback or if anyone has any needs that are not provided for in the area. It could be something the PCN social prescribers can help with.

1. **Patient Satisfaction Questionnaire**

Lesley mentioned that we would like to of had the patient satisfaction questionnaire available for the groups feedback but it is in Becky’s hands, therefore we do not have it to share at this time. Sorry we will send this out in due course.

1. **AOB**
2. **Minutes from the last meeting**

A couple of the group members mentioned that they didn’t get the last minutes from February. Lesley said she will ask Becky to resend them.

1. **Lesley’s retirement**

Lesley let the group know that today is her last meeting. She thanked all of the group for their support and updated the group on the management team going forward. Becky will be Practice Manager with Paula, Admin & IT Manager, and Angela, Quality Co-Ordinator, supporting her. One of the Receptionists, Becca, will be stepping up to help out as Assistant IT Manager.

1. **Still difficult to get an appointment**

Lesley replied that we are currently working with long term sickness and recent retirements. We are still implementing the BMA’s Safe Working Guidelines, which limits the number of patient contacts each GP has in a session, in order to protect both the GPs and the patients. This means that they have no more than 14 contacts per clinical session and a session is a half day.

1. **“MOT”**

One of the group brought this up, it was discussed at the last meeting. NHS Health Check invites are only sent to patients aged 40-74. We do not perform these checks at the surgery but we are not aware of an NHS health check “MOT” service for patients outside of this age group. The aim of these health checks is to change lifestyle before a patient develops a chronic condition. It is assumed that someone above this age will already be on some kind of chronic disease list or a medication that is already monitored. Lesley offered the use of our waiting room monitor, stating that any abnormal reading will be sent to the GP for action. One of the group did mention that if breast screening or bowel screening is required and you are no longer invited because of age, you can call the department and ask to be seen.

1. **Deal Hospital/ UTC Hub**

It was mentioned that a lot of people are still not aware of the services available at Deal Hospital and that there is a community magazine that we could publish more info to. Lesley explained we are not able to advertise this as the services are available via the GP or 111. There is not always capacity for a walk in service and so this is not something we can advertise. Becky did do a flyer relating to this at the time of the new changes.

The magazine is something that the PCN Social Prescribers could advertise their services. The patient forum member will pass on the details for the magazine.

1. **Deal Hospital blood tests**

We have not heard anything since when we last spoke to the group about this.

1. **Date of the next meeting**

02.10.2023 @ 1.15pm