

Patient Forum Minutes –23.06.2025

Attendees: 14 patients in attendance

Rebecca Seaman– Practice Manager

Paula Goldstraw – IT & Admin Manager

Angela Hill – Quality Coordinator – Minute Taker

Apologies: 6 patients sent apologies

Becky thanked everyone for attending.

- 1. Matter Arising from the last Meeting:** None
- 2. Patient Survey:** We do our own yearly patient survey. There is also a yearly national survey but we do get a better response from our own. 100 responses to the national survey compared to 350 from ours. We tend to do our survey after we have the results of the national one so we can look at the results and target our questions a little more. Last year we scored badly around telephones. We had upgraded our system but the data on the survey was prior to this. The system we have upgraded to offers us more data to look at so we can look at our workforce going forward and maybe alter start and finish times when recruiting staff. The new call back function has been popular. Forum members were given a copy of our survey to look at and complete. We will roll this out late July/early August after we have received the results from the national survey and we will share the results at the next patient forum meeting.
- 3. Patient Forum Group:** At the last meeting we were asked about trying to engage a broader demographic for this group. We will advertise the group again on our patient survey. The minutes of the meeting are on our website. We also discussed at the last meeting about having a virtual meeting. It would have to be either virtual or face to face as we cannot accommodate both time wise. We don't really want to change to a virtual meeting as we have a lot of loyal members who come for the face to face meeting. The group present agreed. We could potentially look at changing the time of the meeting going forward.
- 4. Online Consultations:** We have a new GP contract for this year. One of the changes is that by October we need to have the online consultations open all day. At present it is just open for two hours. We are trying to increase this by one hour per week. We cannot create new clinicians so we have to try and manage this. We don't want to go to total triage where everyone would need to submit an online consultation or if they could not do it themselves they would need to ask one of the Care Navigators to do it for them. Our vision is that those than can, do and those that can't, telephone the surgery. As we need to keep things equitable the Care Navigators will be asking all patients who telephone for an appointment for a brief description of the problem. This is also so that patients can be signposted to the most appropriate clinician. We have switched from the Minor Illness team triaging the online consultation requests (now called Anima) to a GP triaging. This took effect from 01.04.25 and a different GP triages each morning. They then signpost the requests to the most suitable clinician whilst also building themselves a clinic for the afternoon. They can also deal with

some things there and then. All of the clinicians also have their own slots that they can book for themselves to try to regain some continuity if they wish to see a patient again. As well as GPs and the Minor Illness team we also have appointments with a First Contact Physio (FCP) who work in a different practice each day. They are experts in musculoskeletal issues and the Care Navigators can book you directly in to see them without needing to see a GP first. The FCPs can also refer on to orthopaedics, request x-rays and refer on for further physio.

5. **Deal Hospital:** Phlebotomy – there is no update on this service resuming. They stopped doing blood tests 2-3 years ago and we employed more staff so we were able to accommodate more blood test appointments. A service that has been agreed for Deal Hospital and has gone out to tender is for specialised blood tests; children, cancer patients and patients who it is difficult to get bloods from. The PCN have made the decision to not bid for the contract. Balmoral have blood test appointment all this week so there is not a long waiting list and we also have an HCA on maternity leave. The clinics are always fully booked by the end of the week. Regarding other services at Deal Hospital, we don't actually know. GP practices don't have the same relationship with them anymore. There is the UTC and x-ray and we have at the practice now a community Dermatologist. We also have a consultant Paediatrician who come once a month. Contact Deal Hospital if you would like to know what other services they provide.

6. **AOB:**

Dr Amy Camm is going on maternity leave at the end of August/beginning of September. We have Dr Natasha Roberts who will be covering this so there will be no gap.

Ear Syringing - We now offer ear syringing appointments with one of our practice nurses and when the HCA returns from maternity she will be doing the training for this.

Speakers - Are there any other speakers that the forum would be interested in hearing from at these meetings? Please let us know.

Primary Secondary Care Interface. The communication between Secondary Care and Primary Care has deteriorated and so has the communication between Secondary Care and patients. At one time each hospital consultant had their own secretary with a direct dial telephone number. Now a lot of the letters from the hospitals don't even have a department number on. Also different consultants cannot see each other's notes. On our telephone message there is telephone number that you can call for issues with Secondary Care or you could ring PALs. Our secretaries are happy to help patients but they often don't have a different telephone number to what the patient already has.

AI – We have looked at a few demos from different companies and it looks very good but it will take a while for it to go through the data control procedures with the ICB which are very stringent. It would always be applied with the patients consent.

Data Security – If the ICB implement a system for us to use, they do all of the data security checks. If we were to implement something new, we would need to do our own data security checks.

New Houses – Our list size has not increased since the new houses have been built in the area.

Opening Times – Our phone lines are open from 0800-1830. The doors are open from 0825-1830.