

Westgate Surgery

Patient Focus Group Meeting Minutes 21st February 2018

Present:

Nicky MacDougald – Practice Manager
Heather Gillespie – Practice Secretary
Mrs A Clark
Mrs M Francis
Mrs J Glover
Mrs B House
Mr G Lafford
Mrs M Lafford
Mrs A Lawrence
Mrs M Makepeace
Mr M Meaney
Mr F Piggott
Mrs P Piggott
Mr R Robinson
Mrs R Shilling
Mrs C Taylor
Mrs G Vass
Mrs A Wells
Mr B Wells
Mrs S Wells

Apologies:

Mrs Rosalind Morton
Mrs C Cleworth
Mr D Cleworth
Mrs E Lambie

Attendance taken from sign in sheet, if your name is missing please let us know.

1. Welcome & Introductions:

Nicky welcomed everyone to the meeting and explained that Ros was not able to make the meeting today. She welcomed the new members to the group.

2. Minutes of Last Meetings:

No inaccuracies were raised.

3. Matters arising from the meeting:-

Nicky gave an update on the following items:

a) Nutritional Study Day:

A date has been set for this provisionally for the 17/05/2018, however this is dependent on whether the church hall is available. An update will be provided once booked.

It was asked if it would be a whole day. Nicky replied that she planned to do two sessions, one for children and young parents on weaning etc. in the first part of the session and then the second part would concentrate on adults. However this was just a draft at the moment and needs to be finalised.

Update since meeting: Hall is not available for the 17/05/2018 and the date has now been moved to Thursday 24/05/2018 and the church hall has been booked for this date. Also we will concentrate on adults and another day will be organised for nutritional support for children and young parents.

b) Prescribing Charter

Nicky advised that introducing this charter has increased the number of people booking for screening tests; this has been helped by the surgery taking a harder line in reducing prescription quantities until patient's book in for these tests.

Nicky also advised that the surgery will be firmer on implementing its 48hr turn around for medications. The GPs do not feel that anything is urgent for the day, unless it is medication that the patient cannot be left without, i.e. insulin, mental health medications, and GTN spray.

c) Signposting

Nicky informed the group that we started signposting from 1st January and everyone who makes an appointment is asked for the reason for their appointment. Nicky asked the group if they would like to give feedback first on what friends and family felt or whether the groups would like to hear the practice feedback first?.

In response to the group Nicky reported that the practice feels it is working really well and that patients booking for things that do not need an appointment such as checking whether results are back has stopped unnecessary appointments. Although it has been a very busy winter with flu and tummy bugs the practice has managed the workload and continued to offer appointments within a short period of time. The doctors also like looking at what the patients are coming down for and often use this to start a consultation greeting the patients with "come and tell me about your" which seems to be useful for patients also

One member asked how the reception team were feeling about signposting now as they were worried about it before it was started. Nicky stated that the reception team are more confident with signposting and a lot happier. It was asked by a member of the group to relay their appreciation to the reception team.

ACTION: Nicky to relay this back to the Reception Team

In response to questions about knowing when results are back Nicky mentioned to the group that the surgery was reviewing how it manages results and we will be trialling a new tick list which will be given to the patients by the nurse once a blood test has been taken so that patients know what tests they have had done and when to call to get the results. We are trying to streamline this work to reduce potential risks.

One member of the group asked why a clinically trained person cannot give results to the patients as the reception team are not medically trained. Nicky responded by stating that the GPs review the result and will comment on it if normal or not, they often ask for 30-40 patients to be contacted per day regarding results or appointments and they would not have time to contact these themselves, but if there is a problem they will ask the reception team to call the patient to book an appointment or a repeat test. She advised that most patients are happy with the information they are given as these are often repeat or monitoring tests and if there are questions that cannot be answered the patient is booked a call with the doctor. Using the reception team for the initial discussion makes sure it is done in a timely manner and does save GP time.

Another member of the group asked why she was not given blood result figures over the phone and being told they would need to check with the GP if this was ok to give the information. Nicky responded by saying that the reception team are following guidelines and can't make decisions about what information to give. However with online access patients can see the results for themselves, so Nicky said that she would speak to the reception team as giving a blood result value to a patient seems reasonable.

4. Ageless Thanet

Unfortunately Mandy Quy-Verlander from Ageless Thanet was unable to attend today's meeting and will come and see us at a meeting later in the year.

5. Complaints & Incidents Review

Each member was sent a copy of the complaints and incidents log for 2017/18 for review prior to the meeting.

Nicky asked for the members attending the meeting for their thoughts.

One member stated that the numbers remained pleasingly low and that the types of complaints seemed minimal so the surgery was doing well.

6. Comments/Feedback

A copy of the comments and feedback received from our suggestion box in the Reception was sent to the members prior to the meeting for review.

Nicky stated that the music in the waiting room has always been an issue and it has been decided that Classic FM will be played in the morning as it was felt it to be a more suitable choice and the reception staff would change the radio station to one of their choice in the afternoon. It was noted that there are now much less complaints about the classical music

One member asked about the screen pronunciation. Nicky responded by saying this was added after an update to the software and that looking to see if there is a way to improve it.

One member asked about the comment about the hand sanitiser. Nicky responded by stating that there is new guidance for GP practices regarding hand sanitiser. They do not have to have it, but you have to do a risk assessment if you have it. The only time it would be needed is if there is a pandemic. The hand sanitiser itself is a flammable material and is difficult to store, but also to dispose of once the bottles are empty. Nicky will look at the national guidelines, discuss with other practices to see what they are doing. It may be that the surgery will need to provide this for appearances rather than to meet an infection control need.

One member stated that she felt that patient confidentiality is being eroded and there are issues with this with the reception team role expanding. Nicky replied by stating that all members of staff within the practice can see everything on a patient's records to complete their role like most people working in health care. At all times the staff within the surgery are mindful of patient confidentiality and have extensive training.

Nicky also advised the patient group that from 27/05/2018 there is a new legislation coming into force called General Data Protection Regulation (GDPR) with takes over from the Data protection Act.

7. Thanet GP Practice Premises Development

Nicky started by saying that she was sure that the group had all heard about the rumours going around. The plan is to build a new building at Westwood which will hold 6 practices from Thanet. Nicky told the group she would not name these proposed practices as they were still in the talk's stage and it could change. This new surgery at Westwood is likely to be huge and hopefully have a minor injuries unit like Estuary View, but also be used to move out services from the hospitals.

The other two large hubs/surgeries will be at Bethesda Medical Centre, Palm Bay and the Montefiore Medical Centre in Ramsgate.

Nicky stated that Garlinge branch site is likely to close following a request from The Limes to do this.

Nicky reported that other practices including us in the locality have elderly frail patient population and it would not be helpful for patients to have to travel and so the small town practices like us and Birchington are to remain.

The Surgery is looking to move and is currently looking at another site. Nicky stated she has had to do a lot of work with regards to planning permissions, business cases.

Nicky stated that as soon as we know what is happening we will be asking for support from the group as if we do not get planning permission for the existing site the development would not be able to move forward.

Nicky also stated that if we did get the new surgery premises the doctors would look to increase the patient list to around 14,000. It is currently at 10,000, but with the proposed houses being built in Westgate we would need to register at least another 2000 patient from those houses alone.

One patient asked if the surgery would get another GP and it was stated that they would need to, to cope with the extra patients.

Nicky also reported that the surgery was getting pressured to extend our practice boundary and if the new surgery went ahead it may be possible to take patients from Westbrook.

Nicky also reported The Limes Surgery in Margate as applied for the following:

- Asked to close Garlinge Surgery
- Reduce their boundary
- Close their list

The CCG has passed these requested to the other practices for their comments which will then be fed back to The Limes and a decision will be made.

8. Any other Business

Nicky asked each member of the group if there was anything further they wanted to discuss.

One member asked about a BP machine in the waiting room. Nicky stated that before her time at the surgery there was one, but this is not without its problems. The CCG are looking at providing Pods to surgeries for just such things and if offered would take it, unsure where we would put it at present surgery but would find somewhere. The BP machines are quite expensive and you don't always get the people who need to use it making use of it.

One member raised the point about the Stroke service at the hospital and stated that the CCG are keen for patients to vote on this. They stated that the key thing is that there are 6 hospitals in Kent and Medway and there will only be 3 specialist stroke services.

Nicky stated that the GPs are worried that the stroke centres will end up like the Cardiac Centres and patients will have to travel for their treatment.

One further item that was raised was regarding patient transport and how patients can get to emergency appointments if arranged by the GP the same day. Nicky stated she will contact Clive Hart at CCG to discuss this.

ACTION: Nicky to contact Clive Hart and invite to the next meeting

No further items were raised and the meeting was closed at 3.30pm.

Dates for next meetings:- Patient Group - Tuesday 15th May 2018 – 6pm
Nutritional Talk – Thursday 24th May 2018 – 1pm
Patient Group - Thursday 27th September 2018 – 4pm
Patient Group - Thursday 29th November 2018 – 2pm