

Westgate Surgery

Patient Focus Group Meeting Minutes 27th September 2018

Present:

Mrs Rosalind Morton - Chairperson
Nicky MacDougald – Practice Manager
Heather Gillespie – Practice Secretary
Mrs C Cleworth
Mr D Cleworth
Mrs D Coe
Ms J Glover
Mr G Lafford
Mrs M Lafford
Mrs P Lucas
Mrs M Makepeace
Mr M Meaney
Mrs P Orpwood
Mr F Piggott
Mrs C Taylor
Ms S Walsh
Mrs A Wells
Mr B Wells
Mrs S Wells
Ms C Whitehead

Apologies:

Mrs A Clark
Mrs E Lambie
Mr R Robinson
Mrs P Piggott

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

1. Welcome & Introductions:

Ros welcomed everyone to the meeting and explained the purpose of the group was to be a critical friend to the surgery.

2. Minutes of Last Meetings:

No inaccuracies were raised.

3. Matters arising from the meeting:-

Nicky gave an update on the following items:

a) Esther Cafe

Heather to Email CCG to find out list of dates of Esther Café's

b) Practice Slogan

Nicky informed group that after discussion with the staff and GPs there was no unanimous winner and that the surgery had chosen 'Westgate Cares', this was felt to be something that all team members wanted to achieve

c) Stroke Service

Nicky spoke to the group about the updates that have been in the local news about the decision that had been made.

Ros stated that there is a Health Network meeting next week for the Chairs of Patient participation groups and she will ask for information to be distributed regarding the decision, but will also make it known of the disappointment.

4. Telephone

Nicky informed the group that the new telephone system was installed in August – this was changed following complaints about the last system. Nicky stated it would be helpful to get feedback regarding the new system and how patients feel it is working.

Nicky also stated that there had been a lot of comments made on Social Media about the lack of notification of changing the number back to the previous surgery number. Nicky stated that she thought that the two numbers would run side by side for a period of time, but they were told during the training day that this was not the case and there was no opportunity to advise of the change. But a recorded message was placed on the old number so everyone would have been able to contact the surgery.

One member of the group stated that it was very helpful and there is nothing negative to say.

Nicky stated that the old system used to drop calls after 8-10 rings and this does not seem to happen, you either get put in the queue for the call to be answered or a busy tone.

Ros asked the group if they have anything to say regarding the phone system, be it positive or negative to feedback to Nicky.

5. Podiatry Update

Nicky informed the group that due to the Group's persistence in requesting an update on the service they have created a leaflet for patients to advise what services are available on the NHS. Whilst this may not be the answer that was wanted in terms of additional podiatry capacity it does explain to patients how to access services and this leaflet has been written in response to the Westgate Surgery patient groups feedback.

6. Flu

Nicky explained to the group that this year the clinics are split into two adult age groups - over 65s or under 65s. This is because there is a separate vaccine for each age group.

The first over 65s clinic was held on 16/09/2018 and 746 patients were vaccinated. Nicky asked if anyone attended this clinic and how did they feel it went.

One member stated he attended this clinic and it was very well organised, however they did have to help an elderly patient in a mobility scooter who could not walk far and asked if the nurse could give the patient his vaccination in the waiting room. The nurse obliged and the patient was helped back to his mobility scooter.

Nicky responded by stating that she will speak to staff to try identify patients who may need extra help so that they can be dealt with respectfully.

The next clinic will be held on 06/10/18 and is for Under 65s and the children's Nasal Flu.

The last clinic is being held for over 65s on 03/11/2018.

Housebound patients will be vaccinated in the coming weeks.

7. Implementation of Patient Kiosk

Nicky informed the group that half the kiosk equipment has been delivered.

Surgery is not sure where to put the kiosk. Not sure whether to put it in the waiting room, or use the quiet room.

The kiosk will have two functions – provide information on local voluntary services
Patients can complete Questionnaires and the information will upload direct to their records.

Nicky stated that it was hoped to be up and running by the November meeting.

8. Staff Training - Teaching staff to understand conditions

Nicky advised that at the last meeting it was mentioned about how the surgery could improve staff responsiveness to patients and in response to that discussion the staff will be having training about living with long term conditions. Today they spoke with the Community Respiratory Team about how it felt to be breathless and how the surgery team can help patients with respiratory problems.

Ros asked Nicky about the previously discussed buddy system and how they organising of this was going. Obviously it would be a voluntary service and safeguarding patients would be top priority. Nicky responded that this was still on the agenda and would be developed as time allows, once the flu clinics are out of the way the surgery will be able to concentrate on this.

One member stated that a buddy system would be helpful.

Another member stated that mental health problems affect people in different ways and if the staff understood why the patient was acting a certain way may not be because they are being rude or obstructive, but because they are having a particularly bad day and may need to be dealt with in a different approach.

ACTION: Surgery to initiate Buddy system

9. Extended Hours

Nicky explained to the group that the Government want GP surgeries to offer extended hours and this has been running as a pilot for several months, but this has now been given the go ahead to continue. The contract has been awarded to a group called Thanet CIC and this is made up of GPs providing services themselves.

Westgate offers additional extended hours on a Thursday evening until 8pm. This is in addition to the early morning clinics we have on Wednesday & Thursday mornings from 7am.

At present our evening surgery is undertaken by a Nurse Practitioner/GP and a nurse, but we may also have a physiotherapist.

Nicky informed the patients that patients can book appoints with other surgeries also providing extended hours in our locality. These surgeries are:

Monday – Minster Surgery
Tuesday – Birchington Medical Centre
Weds – Mocketts Wood Surgery
Thurs – Westgate Surgery
Friday – Mocketts Wood Surgery

The opening hours for the surgery will be amended the new extended hours and will be posted on the front door, waiting areas, website and social media.

10. Premises

Over the last six months the GPs have talked about current space and finding premises elsewhere. The doctors have looked and considered the pros and cons of moving, have discussed the benefits and disadvantages and looked at what the plans are for Westgate. The Doctors have made the decision to stay on the current site for the present.

11. Social Prescribing

Starting Wednesday 3rd October we have a new clinic at the surgery which will be held every other week. It has been set up to help any patient over 50 with issues they may have which is not medical, i.e. housing, benefits, care, financial and loneliness.

Nicky explained that the clinic will be run by Jack Packman who is employed by SEK. He has contacts with various providers and can help in a number of ways.

It was asked how patients can access this service. Nicky replied that most of the referrals will come via the GPs or nurses.

ACTION: Information to be put on screens

It was also asked if this was a pilot service. Nicky stated that it was not a fixed term and if the service is not used it may be withdrawn.

It was also asked if Jack will have access to medical records. Nicky replied yes he would have access exactly the same as other agencies that we work with, but he has had CRB check performed and will have signed a confidentiality agreement.

ACTION: Nicky to update group at next meeting

Nicky informed the group that reception staff are also having care navigation training.

12. Any other business

- Ros spoke to the group about Health Network reference group which she attended at which there was a presentation about the huge amount of money wasted when patients order medications but do not use them. Ros went on to say there are many reason for people hoarding medication at home and not taking them.
- It is not realised that this is a real problem and she urged people to pass on the information that the last point at which you can return your medication is when you collect it from the pharmacy. If after leaving the pharmacy the medications if returned cannot be handed back and would have to be disposed of.

Ros also mentioned that the Stroke Service will be discussed that the next Health Network meeting next week. One member asked Ros to also ask if the Cardiac Centre will also be going the same way as the Stroke Service. Ros stated she would ask the question.

- It was suggested that the Patient Group would perhaps join up with the Quex Cluster patient groups in some way. It was mentioned that as each surgery has its own group of patients and the way it is run that this maybe something that could be done to look at a specific topic. Perhaps we could invite the Chair from another group to come and talk to the Westgate Group.

It was mentioned that if we amalgamated with another group we would need to change our terms of reference as other groups are run differently to ours.

General consensus was the members of our group were happy with the way the group is run and "if it works don't change it".

It was suggested we could have a buddy approach with another patient group.

ACTION: Nicky to speak to other Practice Managers to discuss Buddy Group
Nicky to invite chair of Minster Surgery to come to a meeting

- One member asked if there would be another Nutrition Day. Ros replied that they take a lot to organise and if anyone has any ideas on a topic to let Nicky know, but it was previously stated that these would be held every two years.
- One member asked why patient access keeps asking to the patient's mobile phone number as this is very frustrating for people who do not have a mobile phone. Nicky explained that this was a National thing and it is not something that can be taken off.

Nicky did say that she has ordered a new check-in board and this too will ask patients to check the surgery has the correct mobile number for them.

It was mentioned that not all patients have or use a mobile phone. Nicky explained that we ask for mobile phone numbers for patients as we have a new text message service which the Reception team are currently using. If there is a message for the patient from the GP they can text the patient asking them to call the surgery and collect their message. One member said this could be frightening to receive such a message and a few members said that they had received such messages and it had worked well for them.

Nicky also went on to tell the group that now all referrals to see a consultant have to be done via a new electronic referral system called E-referral System (ERS) and if a patient has been told by their GP they will be referred, the GP will give them a slip of paper with instructions stating they will receive a text message to advise of their referral.

It was asked if email can be used to advise patients. Nicky said it would, but patients would need to come in and collect paperwork for their referrals and at present the referral information is not in a format that can easily be emailed.

One member asked what happens if the patient does not have a mobile phone or email. Nicky replied that they would be contacted either by letter or phone call.

- One member asked about wheelchairs and how they do not always fit in through the doors. Nicky agreed this was a problem in the original building and it is a problem, particularly in room 2, but it is not something that can be changed.
- Feedback received from a member of the group who had used the Estuary View Minor Injuries Unit 'Virtual Fracture Clinic'. They reported that it was brilliant.
- Nicky informed the group that the surgery had recently been recruiting for a new member of the reception team and one of the questions asked during recruitment was "what did you know about Westgate Surgery" All feedback from prospective employees was very positive.

There were no other questions/ issues to be asked.

Meeting was closed at 5.30pm

Dates for next meetings: - Patient Group – 29th November 2018 at 4pm

Dates for 2019 meetings to be agreed