

# Westgate Surgery

## Patient Focus Group Meeting Minutes 28<sup>th</sup> November 2017

### **Present:**

Mrs Rosalind Morton - Chairperson  
Nicky MacDougald – Practice Manager  
Heather Gillespie – Practice Secretary  
Mrs D Coe  
Mrs J Glover  
Mr P Matthews  
Mr G Lafford  
Mrs M Lafford  
Mrs B Lucas  
Mrs M Makepeace  
Mrs P Orpwood  
Mrs Maria Parker-Beldeau  
Mrs P Piggott  
Mrs D Sewell  
Mrs R Shilling  
Mrs S Wells  
Caroline Jarvis – Paydens Pharmacy  
Lucy Mann – Paydens Pharmacy

### **Apologies:**

Mrs C Cleworth  
Mr D Cleworth  
Mrs R Gibson  
Mrs E Lambie  
Mr F Piggott  
Mr R Robinson  
Mrs A Culshaw  
Mr R Culshaw  
Mrs Ann Clark

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

### **1. Welcome & Introductions:**

Ros Morton welcomed everyone to the meeting and asked the guests from Payden's to introduce themselves.

### **2. Minutes of Last Meetings:**

One item regarding concern that patients would not be able to book an appointment without giving a reason for the appointment was not reflected in the minutes. Changes to include this concern would be amended in the minutes accordingly. It was also noted that this was now being expressed as required rather than mandatory

### **3. Matters arising from the meeting:-**

Nicky gave an update on the following items:

#### **a) Chiropody Service:**

No change to update in last minutes, there is only limited provision for this service and it is not likely to increase due to financial situation but a leaflet was in preparation for the public on how to access chiropody.

A member of the group stated that to continue to fund things such as hip replacements a choice might be for the public to pay for their own chiropody. Many people pay their hairdresser and perhaps they should pay for this type

of service. Many other members agreed with this. Nicky agreed to update the group when the leaflet became available.

b) Role of the Group and Chairperson

Ros spoke to the group reminding them that the role of the group was to be a critical friend to the surgery and help them be the best they can. Ros stated she was happy to stay in post as Chairperson, but it would be helpful to have a deputy or a small group of people who would be happy to step in and help if she was unable to attend meetings as there can be quite a few and Ros cannot attend them all. She mentioned that Mr Lafford attended a meeting on her behalf whilst she was in hospital and this was a great help.

Ros stated she was asking for confirmation that it was ok to ask other member to help if she was unable to attend. All members agreed this was a fair request and other members could step in if needed.

c) Nutrition Study Day Update

Nicky apologised for this not happening – this was due to Dr Meakin being away on leave for three weeks in September. Nicky and Heather will co-ordinate with Dr Meakin and arrange a date for some time in February, likely to be the end.

Nicky informed the group of her plan for the day and asked for feedback. The general consensus was that it would be good to split into two halves to cover nutrition in the young and also nutrition in older people and perhaps if refreshments were offered that there could be healthy alternatives to try instead of biscuits and cakes.

d) Expanding of Surgery Premises

Nicky began by explaining that since the group last met in June, she has met with officials and expressed our concerns over the space and that it was documented in the minutes that the patient group supported the need for more space. The GPs will be attending a meeting on 30/11/17 along with all GPs in our area to discuss the need for primary care premises development in Thanet as more housing is built.

Ros asked Nicky if she was in a position to tell us about what will happen with Westgate and Nicky explained that until the meeting is held on Thursday no further applications for funding for expansion to surgeries will be discussed/considered.

Nicky explained to the group that Westgate Surgery was in a Primary Care Home group called the Quex cluster and that we had been working closely with Birchington and Minster Surgeries, but three surgeries in Broadstairs had now joined this group, they are Mocketts Wood, St Peters and Broadstairs Medical Centre. This group seems to be working well together as the surgeries are all of a similar size and stable, which will enable us to take on new challenges.

Mr Lafford raised an item about Westbrook House being a care home for Quex group as this was mentioned in the meeting that he attended. Nicky responded that at present this has been ruled out due to the costs of taking on the PFI lease for this building.

There has been a proposal for us to increase our practice area. We do not have the room for nurses and doctors to accommodate these additional patients and this would mean the service we provide to our existing patients would be affected by less appointments being available. At present the GP's have refused this proposal and will continue to only take patients in the CT8 area.

#### **4. Paydens Pharmacy**

Two representatives from Paydens Pharmacy Westgate were asked to come along by Anna the Pharmacist to explain a little bit about what Payden's were offering. They are now known as a "Health Living" Pharmacy and have been inviting outside agencies to come to the pharmacy and talk to people to let them know about services available to them and how they can be accessed. Payden's offer things such as a Stop Smoking Service and a blood pressure check, but will soon be starting a weight management service also. The attendees said that many people think that pharmacies only issue prescriptions, but they do much more than that.

Included in the program of support functions Paydens have hosted visits by Age Concern, stroke awareness, Think Action, RAP and many more are planned. They have a health notice board in the pharmacy by the Post Office which tells people what they offer and what is planned.

Heather informed the group that many of the agencies that have been in to Paydens are agencies the GP's will refer to, but patients can self-refer themselves without visiting the GP and in some cases are seen sooner than if referred by the GP.

It was agreed that Caroline and Lucy would ask Anna to give Heather information so that we can make patients aware of what services the pharmacy provides.

One member of the group asked if it was just Westgate Paydens that was doing this Healthy Living Pharmacy, or was it all of them in the locality. Caroline was unsure, but would take the question back to Anna and let us know. They will also let us know the list of pharmacies in the Paydens group.

Another member asked about Ageless Thanet– Nicky explained that they were coming to talk to the reception team this week to discuss the services that they offer and how they can be accessed; this is a helpful resource for Thanet.

#### **5. Health Reference Group**

Ros informed the group that she attends this group which is for chairpersons of groups such as ours and is chaired by Clive Hart. The group is run to try and keep abreast of the changes to the NHS locally and also the Kent and Medway plan and what the changes may mean for us in Thanet. They have various speakers come to talk and they focus on better continuity for Health and Social Care.

Ros explained that she gets lots of notices emailed to her and she has asked Heather to forward them to those of the group who use email so that they are aware of changes/notices and can then attend future meetings if they wish.

One such notice recently was on Prescribing. Another event had been the “Esther Café”. This takes the format of looking at a fictional character “Esther” and her experience of healthcare and how this can be used to review how we meet people’s social and health care needs. Ros would recommend them as they offer practical suggestions for improving patient experience

Mr Lafford attended a meeting in Ros’ absence and this meeting was discussing DNA’d appointments, amongst other items. Ros had sent in figures Nicky had provided for her and this item will continue in future discussions. There was a lot of strong feeling from other practices patient group chairs at the group and they were also concerned.

Mr Lafford informed the group that all other Chairpersons said that in some of the other surgeries the GPs are offering a triage system similar to what Dr Walton and Dr Dean used to do. Where the reception staff takes the details and the doctor will then call them back.

Ros informed the group that there was a new provider for the 111 and GP Out of Hours Care – this is now a company called IC24 who are a non-profit organisation. Nicky advised that the doctors were hoping this would be beneficial as the previous had not been able to provide sufficient numbers of doctors to cover our area.

Ros advised that the next meeting was next week and if anyone wished to attend with her they were welcome.

## 6. Prescribing Charter

Nicky explained that the GPs had been reviewing the process of how prescriptions are dealt with after completing the Productive Practice Course earlier in the year. This had given the doctors a chance to review how they work and make sure they are all working the same.

Urgent prescription requests will be dealt with as routine unless it is for certain medications. Patients can use the pharmacy to request medications for them, or they can ask the GP if they are suitable for repeat dispensing.

**Action:** Update screens with a reminder to order prescriptions on time

## 7. Signposting Update

Ros informed the group that following the last meeting in which a very lively discussion was had regarding this subject, a further sub group meeting was held with further extremely lively discussions. Following the meeting the draft leaflet had been revised and was ready to be emailed to all patients we have an email address for.

One member stated that they recognise that the surgery needs to do this and that they found the leaflet helpful. Nicky responded that she had looked at it with the staff

and GPs and understood it was something that was needed to inform patients of the changes.

There had been worries about the element of risk, around patients who are not articulate, or do not speak up about symptoms and they might get lost but that this might help medical teams deal better with this if they are aware that patients have a number of problems .

It is hoped that it will reduce the inappropriate appointments being booked and support patients to be responsible for their health rather than asking the doctor to write letters of support or chase appointments

After discussion within the group it was agreed that it would be reviewed at the next meeting and Nicky will create a report giving details of how the first 2 months have gone and what the staff and GPs and learnt from the early implementation.

## **8. Changes to Staff**

Nicky informed the group that there will be some changes to the Nursing staff. Our Nurse, Sharon Scholes will be retiring from nursing after Christmas. Gill Butcher (formerly known as Wickens) our Health Care Assistant will also be retiring before Christmas. We have a new Health Care Assistant, Darcey who will be joining the team full time when Gill leaves. We also have a new Health care Technician starting in January called Beverley.

Jan Lewis, Advanced Nurse Practitioner who ran our Women's Health Clinics has retired.

Dr Meakin will be covering the hours Jan Lewis used to work to cover other GP's case load.

## **9. Health Walk**

Heather informed the group that these are a great success – the numbers are slowly growing with regular walkers attending each week.

Ros thanked everyone for coming and closed the meeting at 5.30pm.

Dates for next meetings:- Wednesday 21<sup>st</sup> February 2018 – time to be advised  
Wednesday 23<sup>rd</sup> May 2018 – time to be advised  
Thursday 27<sup>th</sup> September 2018 – time to be advised  
Thursday 29<sup>th</sup> November 2018 – time to be advised