

Westgate Surgery

Patient Focus Group Meeting Minutes 15 May 2019

Present:

Mrs Rosalind Morton – Chairperson
Mrs Nicky Macdougald – Practice Manager
Mrs Heather Gillespie – Practice Secretary
Mrs Michele Humphries – Patient Champion
Mrs D Devere
Mr G Lafford
Mrs M Lafford
Mrs P Lucas
Mrs P Piggott
Mr R Robinson
Mrs A Wells
Mr B Wells

Apologies:

Mrs A Clark
Mr R Culshaw
Mrs J Herbert
Mr T Herbert
Mrs E Lambie
Mrs M Makepeace
Mr M Meaney
Mr F Piggott
Mrs B Smith
Mrs S Walsh

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 support the surgery to be the best it can be.

2. Minutes of Last Meetings:

No amendments to minutes – Minutes approved

3. Matters arising from the meeting:-

Nicky gave an update on the following items:

a) Patient Kiosk

This has been working for a few months and patients are now being sent text messages when their blood pressure is due asking them to come in and use the kiosk. The information is sent straight to the patient's record.

It was asked if the BP machine was accurate – Nicky responded that no problems had been raised.

Nicky also informed the group that due to the size of the equipment, which had to be bolted to the floor this has reduced the size of the waiting room and disabled access is sometimes a problem resulting in minor complaints for wheelchair users. Taking this on board the surgery will adopt a "You said – We've done/Tried this" in response to suggestions/complaints. The plan is to reduce the number of chairs in the waiting room in non-busy periods and have a store of stackable chairs which can be brought out at busy times.

It was suggested that there could be a 'U' shape area of chairs in the middle of the waiting area to allow for wheelchair access.

It was also suggested to remove the bulky unit at the back of the waiting area under the TV screen and perhaps put a shelf or smaller unit against the wall to create a bit more space.

ACTION: Nicky to look an alternative layout for reception and new unit for prescription requests

Nicky went on to say that there is another section to the patient kiosk, which is located in the Quiet Room. This is not working at present as the software installed is not up to date and needs to be done before it can be used. This should be done in the coming weeks. This unit does not link to the patient records. It is for information about what services are available. It will have internet access on it and patients will be able to use it to complete health questionnaires which we currently send out in paper form (i.e. asthma, depression, smoking)

b) Social Prescribing

This was set up by Jack Packham but he has been pulled away from surgery clinics to do a higher level setting up of the service. We no longer have anyone who comes to the surgery to see patients, but they can be referred by the surgery to be contacted by the Connect Well team. Nicky is hoping that these clinics will be held back in surgery in the next 6-9 months.

2 members of Westgate Surgery staff will be attending formal training for this.

c) Patient Registrations

Since our last meeting we have increased our numbers by approx 300. One of the GPs is increasing their session numbers from June and most patients will be registered with this GP. Ideally there is another 200 extra patients who can be allocated to this GP and Westgate Surgery has temporarily extended its area to the outskirts of Birchington (Yew Tree Gardens). This is the area of our extended boundary for patients already registered with us.

Nicky was asked if she was confident this would not be at the detriment to the service provided to current patients. Nicky responded stating that the Doctors had weighed up the pros and cons of a doctor not being able to do the sessions they want and perhaps leaving the surgery. They do not plan to have any major changes in GP's for the next 3-4 years and this may only be if senior partners decide to retire.

The surgery now offers women's health clinics again as our Advanced Nurse Practitioner Robina will be holding a clinic every Thursday morning.

4. Primary Care Network Discussion and Update

Nicky informed the group that today was the day the Government has asked for applicants to be submitted. They are now going to pay the indemnity insurance fees for GPs and are introducing a new network scheme. All practices will have to work in

a Network. The Government state a Network should be 30k-50k. Westgate has signed up to a Network with Birchington Medical Centre, Minster Surgery, Ash Surgery, Broadstairs Medical Centre & St Peters Surgery. The forms have been submitted to Thanet CCG and we are waiting for them to agree this Network.

It was asked “what will this mean for patients?” “more services?”. Nicky stated it depends on the locality and services available. There will be a clinical pharmacist and social prescriber, but also physiotherapist and other service clinicians.

Services will be under the Network, not the individual practices.

Ros suggested we keep this on the agenda and Nicky will update the group when more information is available.

5. Westgate Collaborative Update

The Westgate Collaborative Group was set up to reduce loneliness and isolation. Westgate Surgery is working with Changing Minds, Westgate Town Council, United Reform Church Support Worker and One You to try and set up or promote groups to encourage people to attend.

Nicky told the group that the last meeting was held on 14/05/2019 and there were some new people at this meeting and how services would be delivered was reviewed again, but the group us meeting again in a couple of weeks time to move things forward. The next meeting will be taking place without Nicky. Hopefully they will devise a plan on how to move forward.

6. Practice Aims & Objectives Overview

Each member of the group was given a set of the Practice Objectives and this was discussed. Nicky stated that the surgery was in a different place to when the objectives were written, but most has been met and many continue to be our aims such as becoming an outstanding CQC practice. This will be reviewed again in six months when we have more details about the Primary Care Network.

7. Practice Complaints & Suggestions Overview

A document containing complaints and suggestions were given to all who attended the meeting.

Ros commented that previously most complaints were regarding communication and this does not seem to be so much of a problem this time around.

Individual complaints and actions reviewed by the group.

8. Any other Business

Ros mentioned to the group that she has had discussions with Nicky regarding having a smaller core group of people that Nicky could call upon. Nicky stated it would be useful to have a core group she could meet with or email every couple of weeks to update on what is going on as the Quarterly meetings are to just give

feedback and not involving the group. Somethings have to be dealt with timely and with a deadline and the way we currently hold our meetings quarterly is not helping.

It was asked if we could have more frequent meetings. Nicky stated that it is difficult with space and timings to meet more frequently.

It was suggested that we arranged a core group of members that would be happy to be contacted by email or could meet when necessary. There would be no obligation to come to each meeting.

Patients who would be interested in becoming a member of this smaller core-group should let Nicky or Heather know.

ACTION: Heather to include an invite to join Core Group when emailing minutes out

Communication Group Meeting:

Mr Lafford reported how important communication to patients is to the staff and the work that has been done so far is very good. They are getting good coverage by using email and text messages.

Mr Lafford also stated that he had attended a meeting recently where a short discussion had taken place on what communication means and where best you could advertise/communicate information. i.e. shop/library.

Health Awareness Board

Nicky explained that since the beginning of 2019 we have had a health awareness board in the main waiting area which promotes a disease, or problem for that particular month, May is Stroke Awareness. This is changed monthly with information provided on a variety of subjects. This information is also put on our Facebook page.

We would like feedback on whether if this helpful and informative and what patients would like to see.

It was suggested that a link could be put on the surgery website to the Facebook page as many people do not use Facebook, but do use the website.

Emergency Care Centre (ECC)

Ros was asked if she had heard anything more with regards to the new emergency care centre being set up in the old mental health buildings at QEQM. Ros stated that it is expected to be ready by the end of the year, but no other information has been received.

Premises

Nicky explained to the group that the GPs are still looking for new premises due to the potential further houses being built in Westgate but this is ongoing.

Ros stated that if 1000 houses are built they also need to build 2 form entry primary school. But if they build 2000 house they will have to build a 3 form entry primary school and a new GP surgery.

Health Watch

Nicky informed the group that she has been contacted by Health Watch would were asking if they could come to a meeting regarding mental health. They have done reports on interpreting services for foreign languages and at present they are looking

at mental health. It was agreed that it would be interesting to have them come to a meeting.

No other items were raised and the meeting was closed at 7.30pm

Dates for next meetings: - Wednesday 24th July 2019 @ 3pm – United Reform Church
Thursday 24th October 2019 @ 4pm