

## Patient Working Group Meeting Minutes.

**Attendees: 14 members/ staff**

**Apologies: 2**

**Discussion:**

XXXX introduced herself as practice manager of a smaller surgery who wants input from the patient working group and what they feel is important when starting her own at her practice.

- 1) Sign off minutes from previous meeting

There were no objections to the minutes of the last meeting.

XXXX asked Seana regarding the home HBA1C Kits. Seana informed that she had done some research and there is currently no active trials. Seana explained that unfortunately this would not be financially sustainable to the surgery and it is not a service we can offer as the funding decision is by CCG prescribing team and the home testing kits will not be within the prescribing budget. Seana also explained that the home testing kit will not stop the need for practice nurse appointments.

- 2) Dr Karamat

It was explained the absence of Dr Karamat was due to Covid. It was also stated that covid cases are rising within NHS Staff.

- 3) Staff update

Rachael explained that Dr Maria Elbadawi will be starting next week working Monday, Tuesday and Wednesday in white team and she will be taking over Dr Greg Price patient list. Dr Mahmoud Mahmoud will also be joining us in September working Wednesday, Thursday and Friday in the blue team.

Vanessa phlebotomist has also left and we are currently recruiting for Phlebotomist/ HCA. Rachael also informed everyone that we are also currently recruiting a new Nurse and a member of the Acute Care Team. Sue then explained that with the vacant phlebotomy position each of the HCAs are taking on sessions so patients can continue having blood tests as needed.

- 4) Terms of Reference for PWG

It was agreed that there will be a dedicated PWG meeting to discuss the out of date terms to look over them and make sure the terms meet our needs and add any suggestions.

Everyone agreed that each member of the PWG are all equal and that a chair is not needed.

- 5) Extended Access and Hours

Rachael explained that Bethesda's extended hours include Tuesday and Wednesday 6:30 until 8pm and the original contract is still in place for Friday Morning from 7am until 8am and Saturday Mornings. Rachael asked if anyone has received text message asking about the extended hours but no one had received one.

Rachael also asked if all members felt like the extended hours we offer are suitable. Jan pointed out that they may not be the correct people to ask as they are retired and the extended hours should be

more towards working population. Seana asked if there was a way to police people who may not require the extended access. Rachael informed the group that unfortunately this is not possible as everyone must be given equal opportunities.

#### 6) Sub meeting Group – Phone System (RC)

It was agreed for the Sub meeting to go ahead on 3<sup>rd</sup> August at 10am. This will be to discuss the phone system which will be led by Rachael and Jamie.

XXXX asked if the phones were fixed from Monday. Rachael informed that they were all back to normal, the issue was caused by the electrical work that took place over the weekend.

#### 7) Bethesda Clock

XXXX asked when the clock outside will be fixed as it doesn't look very professional. Rachael explained that Dr Martin tried to fix last week but was unable to so she will check with him what is needed for the clock to be working again.

It was also explained that the maintenance is down to Bethesda and the landlord is responsible for fixing if actually broken.

#### 8) Cleaners

XXXXX made a comment that the housekeepers were not listed on the website and it is important that they are recognised as they are an important member of the Bethesda team. **Action:** Jamie to add onto website.

Rachael explained that we have two housekeeping teams. The In- house team who are here during the day and the Industrial team that clean downstairs before the surgery opens.

#### 9) Intergrated care systems/CCG

XXXX said he saw on Kent News that integrated care systems were going to replace the CCG. Rachael explained that these changes happen every couple of years and shouldn't change much. It may change what area it covers.

#### 10) Covid – what controls are in place/ covid vaccination update

XXXXX asked what covid procedures are in place. Rachael explained that we follow the national guidelines. PPE no longer has to be worn in non-clinical areas. Seana then followed by saying in clinical areas you do not have to wear a mask unless the patient you are seeing is suspected to have covid or has any symptoms but some clinicians wear them all the time.

The Vaccines are still run at the Currys sight and continue to offer boosters for anyone 75 or above and children. It was commented that we do not know what will happen after the funding for the sight has run out but Rachael should hopefully know more by the next PWG meeting.

Seana added that the nursing team have started to discuss the flu season plan. It is likely to go ahead as a drive through again along with the surgery appointments.

#### 11) Cancer symptoms – timeline.

XXXXX asked about the process of being seen when querying cancer. She shared that another patient at the surgery was booked in to the skin clinic which was weeks away with a change of skin condition. Rachael asked XXXX to send her the details of this patient so it can be investigated. Seana

advised there is a very strict protocol when it comes to querying cancers and what procedures should be taking place.

Following this discussion XXXX brought up the reception team and queried what training they go through. Seana advised she has done training with the reception team and they follow protocols set by the partners. It was also discussed and recognised how difficult the receptionist job is.

Seana then advised the PWG of the programme she is currently running in schools that has been funded by the CCG. Herself and Ian are running an education programme for parents so they are educated with basic life support and minor injury/ illness and how to deal with it.

XXXXX then brought up about elderly patients who are isolated and lonely and queried if they take up appointments due to this. Sue then explained about the frailty team and that the reception team can put the phone straight through to see if they are able to help the patients.

The discussion then led onto XXXX asking if the health walks could come back at the surgery. Rachael explained that unfortunately this is no longer funded and as such a busy practice we would not be able to spare the staff .

XXXX, XXXXX and XXXX expressed their interested in fundraising activities. Action: Seana & Rachael to look at what equipment may be required to decide what the fundraising is aimed at. Any other members of the PWG who are interested in fundraising to inform either Joanna, Rachael or Sue.

XXXX said she would like more information on different classes/exercise classes in the area. It was discussed that it would be a good idea to have information in the reception waiting area on the notice boards. **Action:** Jan to research and send in ideas/ classes that we can display.

AOB:

XXXX and XXXX in the Health Reference Group and are hoping to get more information regarding the integrated care centre at Westwood cross.

It was asked if it was possible if we were able to go back to Zoom for the online PWG. Rachael explained that Zoom is not able to be used as per the CCG and Zoom only allows 45 minute meetings.

XXXX asked if there was any new build update. Rachael informed everyone that there is currently no update. Discussions are going ahead with the landlords and NHS england who are discussing options.

Seana asked if anyone would be interested in extending the training for minor illness. It was suggested that it should be targeted at people who have multiple appointments for things that can be treated at home. Action: Seana to speak to Lorna PCN and discuss funding. Seana will also run a report on demand and work out the percentage of people she treats with advice not any medical prevention/care.

XXXX asked if there was any update on the lift. Rachael explained that the part needed to fix the lift arrived yesterday from Germany in hope the lift will be fixed in the next couple of weeks.

XXXX also brought up the new cancellation line that has been implemented. Rachael then explained that there is now an option when phoning reception to go through to a voicemail service and leave your name and date of birth to cancel your appointment. All agreed that this was a good idea.

Rachael then asked XXXX if she had any further questions. XXXX would like further information regarding patient working group ideas and it was agreed that she would call Rachael after the meeting.

At the end of the meeting it was agreed that the next PWG meeting will take place on Wednesday 14<sup>th</sup> September at 10am.