

## Patient Participation Group Minutes

### 1. Sign off previous minutes

Rachael asked if everyone was happy. All happy with previous minutes.

### 2. Sign new terms of reference

Rachael updated the terms of reference everyone present happy to sign off on new terms.

### 3. Telephone system change

Rachael explained that the contract of the current phone system is due to expire at the end of September. She explained that we have to give RPM (our current provider) three months' notice to end the contract. Due to the current problems the partners have agreed to fund a new telephone system. She explained that Jo and Jamie have visited a few surgeries in the area and the feedback is very good. Jo said the next surgery that will be visited is a larger surgery to ensure the potential new software X-On will be able to sustain the needs of Bethesda will very large call volumes.

Rachael said that we will have a demo and that the PPG are invited, once we have a confirmed date.

It was asked how to upstream the system and how the funding will work. Rachael explained that although we are NHS Bethesda is an individual business so the partner will be paying for the new system directly, no funding involved.

### 4. 'Next Door' comment.

It was discussed around an incident where a patient was turned away when arriving at the surgery injured. It was discussed how this is not the appropriate thing to do but also understand why they were turned away as reception follow a signposting protocol. Rachael explained that all staff have been informed that if any patient comes in with an injury to message a member of the Acute Care Team and they will assess the patient. An apology was also sent to the patient involved by Rachael on behalf of the surgery.

A discussion then took place around training for practice staff, which Rachael explained all staff members clinical and administrative staff do mandatory training. We also have members trained in first aid and have the appropriate equipment around the surgery.

### 5. Patient Access to Online Services

It was discussed how the instructions on the registration letter for online access were not very clear.

**Action: Jo to update to make easier for patients.**

### 6. PCN

Lorna introduced herself as PCN manager, she explained that the PCN is a primary care network to bring surgeries together. She explained that our PCN has around 56,0000 patients. The PCN includes Bethesda, Northdown, The Limes and Mocketts Wood surgery.

Lorna then explained some of the things the PCN are working towards. They are currently working a lot with health promotion for eastern European patients. She explained that they have a social prescribing team that helps build the bridge between social and health care.

Lorna then explained that they organise dementia coffee mornings which really helps to get an insight to a person's needs in an informal comfortable way. She explained that Dr Sohail had an idea to buy a deconditioned ambulance for health promotion and a health on wheels.

Lorna then went through and explained some of the projects that were targeted by practices and PCN, and how they target all sorts of groups from children with high A&E attendances, cancer patients who need further support.

It was discussed how Thanet is one of the most deprived areas in Kent so all the support that can be offered is worth it.

#### 7. Prescription requests ignored.

It was asked why medication falls off of repeats and that requests can be ignored. Rachael explained if the medication is something that a patient does not have on a regular basis then it will be put on past medication. It was agreed that the prescription team are very helpful so if you have any queries just phone and speak to them and they should be able to help.

#### 8. Seating Arrangements

Rachael explained that the seating arrangements were changed around yesterday as per the last PPG meeting.

#### 9. Receptionist Seating height and sight lines.

The PPG suggested that more training for staff and potential of the seats being raised so the eyeline of the receptionist is better and more welcoming. Lorna explained that in March PLT there is an admin training session for conflict resolution.

It was recognised that reception have a very hard job as they get conflict from both sides.

#### Any other business

It was asked why patients cannot see test results before the GP has commented on them. It was explained that patients always have the right to see their results but it is also the GPs clinical responsibility to ensure patients understand the results and that the results will not affect them negatively before speaking to the patient.

It was recognised that the PPG contact list with emails and numbers is no longer up to date action:  
**Joanna to contact whole of PPG for up to date details to update and then circulate**

It was then asked what happens to the home blood pressure readings that are submitted to the practice. It was explained that the readings get sent to Ross our clinical pharmacist who reviews them and runs a hypertension clinic.

It was then asked if we have any new staff – the answer was we currently have no new clinical staff.

The next meeting was arranged for – Wednesday 03<sup>rd</sup> May at 10am.