

## Patient Participation Group Minutes

### 1. Sign off previous minutes

Rachael asked if everyone was happy with previous minutes, they were signed off by everyone. It was suggested that we include matters arising to ensure all of the actions were completed. **Action: Joanna to include.**

### 2. Update with appointment system

Rachael explained that the appointment system we currently use is out dated and that we will be moving over to emis appointments. Rachael explained that we currently use emis as our clinical system and that we are currently the only surgery in Thanet that does not already use the appointment book.

Rachael explained that we currently receive payment on results of appointments activity data and we currently have to extract the data manually but when we move onto emis this will be automatic which will save a lot of work.

Rachael said that we are looking to change systems at the beginning of July and training will be put in place for all the staff at Bethesda to try and make the transition as smooth as possible.

### 3. New phone system demo

Some flaws of the current system were pointed out, such as the phone continuously rings and doesn't give patient patients a queue position number after a certain point.

Rachael explained that the flaws of the system have been recognised but we have been in a contract for five years which is due to expire so we will be changing the phone system. We have a phone demo for a company called X-on and the PPG are invited. **Action: Joanna to send the link for the demo.**

### 4. Staff Update

Rachael said that there has been a shift around the surgery's of acute care team members. Alison our paramedic practitioner will be going to The Grange

medical centre and we would like to increase the capacity of our ACT team so have a nurse practitioner and an advanced clinical practitioner joining the Bethesda team that are both prescribers.

We have a new Reception Manager, Allison who has been with us a few months and is now the manager for the team. She has a lot of past management experience.

Rachael also said that Ruth is retiring in June and all of our senior nurses have dropped hours. We are currently training Fleur and Sabine to make availability for chronic disease much better and we are also looking to recruit another nurse.

#### 5. Future expansion

Rachael explained that herself and Dr Sohail have been attending meetings regarding Wing 3 GMS expansion, she explained we are currently waiting for Assura/ NHS England to agree on a price for this.

There was a discussion around how long these developments in Thanet have taken to get moving, both the Westwood Cross centre and Bethesda's expansion.

Rachael explained that wing 4 of the build will be used for the community work and there is already 2.5 million set aside for this which is looking at 2025. In this wing it will be for the Kent community and people like EKHUFT/Age UK could potentially use this building although nothing is set in stone yet.

Lorna explained what the purpose of the ambulance outside the surgery. She said that the whole of the PCN are going to do some work to capture the community. The ambulance is decommissioned and not going to be used as an emergency vehicle but to capture the hard to reach community patients. They are currently looking to do school events, flu jabs, DWP health checks, immunisation and education and awareness.

Lorna explained the data extracted from the four surgeries shows us what areas need the focus to really utilise the time and efforts where needed.

As the PCN we are clinically responsible so we are only able to treat our patients from the ambulance, we will need to ensure that we put the ambulance somewhere locally.

The next meeting was agreed for 5<sup>th</sup> July at 10am.