

Wye Surgery
Minutes of Patient Participation Group Meeting
27th June 2017

Present		Action
	Chair - Penny Haynes	
	Secretary - Leonie Saint	
	Jo Shepherd - Practice Manager	
	Helen Goodman – Assistant Practice Manager	
	Lucy Carvill	
	Carole Farr	
	Rosemary Fitzpatrick	
	John Fletcher	
	Pat Fletcher	
	Enid Gould	
	Alison Graubard	
	Rita Hawes	
	Marlo Johnson	
	Robin Pelham-Reid	
	Margaret Rose	
	Penelope Skilbeck	
	Emma Halliday	
	Shannon Ruane Apologies: Paul Callaghan, John Makey, Dave Martin, Cliff and Betty Martindale, Valerie Perez, Don Thake, Judith Timms	
1)	Visiting Speakers:	
	1. <u>A. Emma Halliday: NHS England – Accessing online services</u>	
	Emma divided her work into three areas: Digital Clinical champions – Implementation Team – and Patient Representatives. This is a UK-wide project, at home and abroad.	
	On the Online System patients can a) make appointments – b) order prescriptions and c) access their own information including test results.	
	As a result of current discussions with Clinicians and Practices patients have been grouped into i) patients who won't try access – ii) patients that do try access and iii) those who are willing to learn. This has improved access for disabled patients. At Wye Surgery there has been progress in making appointments online, but this is still exploratory at present.	
	The telephone consultation slot prediction time at Wye Surgery has been found to be inaccurate, Emma will advise how to amend the existing system.	
	Nurse Appointments have still to be added to the system – it is more complicated.	
	Target – to get 20% registered by the end of March 2018 – at present only 307 registered for online use.	
	A presentation is to be considered for the flu clinics in the	

Autumn.

The surgery now has an email address – but there needs to be discussions about the use of the email, the high numbers of requests for appointments is holding up planning and organising change – being looked at. **PH**

A PPG parish magazine article to be prepared for next but one magazine.

B. Shannon Ruane – Canterbury and Coastal CCG.

Shannon talked about the management of non-prescription medication, investigations about change of drugs for known conditions. Pressures increase on surgeries for drugs that can be bought over the counter, why do people go to the Doctor for these drugs? e.g. 1. **Painkillers** – these can be bought over-the-counter for less than £2. 2. **Hayfever**, present system is that patients newly affected go to the doctor, get diagnosed, and can thereafter go to the pharmacy and purchase appropriate treatment over-the-counter.

3. Multivitamins, similarly can be bought at a pharmacy.

Going to the surgery with prescription costs around £55 to the NHS, where buying from a pharmacy will cost the patient around £5 for the same medication... without causing pressure on the surgery system.

Ruane's group is planning training days to help with changes to reduction in GP prescribing. Implementation of change to over-the-counter drugs is already with GPs. Rita suggested that this should be a topic for information on television. **PH**

Helen asked if someone could come and talk at a Flu Clinic, Shannon agreed...provision of a colourful flyer would be helpful for publicity. Penny will prepare a PPG article on Over-The-Counter medications for the next parish magazine.

2) **Apologies:** Paul Callaghan, John Makey, Dave Martin, Cliff and Betty Martindale, Valerie Perez, Don Thake, Judith

3) **Timms Minutes of Last Meeting**

Corrections – 7f. it was not agreed that leaflets could be prepared re Self-help/Self-care. – 9A the minute should have read Helen Goodman, not Helen Brockman...apologies!

4) **Matters Arising**

re 7f it was preferable to have a communications policy for consideration with GPs. The subgroup of members will meet to discuss Allan Fox's 10 points raised in a Parish Magazine article in February 2017– Monday 17th July was agreed (changed later,) and Alison Graubard's name was added to the list quoted in the 30th January Minutes 7f. **MM/DM/JF/PS/ JT/PH + AG**

5) **Chairman's Report** Chairman's Report and **7. Reports from APPG, Ashford North Hub.**

Penny said there was not much to report, very little was happening. The meeting to discuss SDP was still awaited.

6) **Surgery Matters:**

a) Not much to report apart from changes of nurses. There has been an increased number of Saturday clinics and more

are planned, e.g. increased use of Ashford 1 Private Hospital, for NHS clinics.

b) Project to integrated nursing services – District Nurses and Practice Nurses are to be based at the Surgery, sharing their skills, and divided into three Hubs. The timescale for this development is unknown at present, the IT systems have still to be integrated, and resolution of different training pathways for the two areas of activity.

c) Appointments: face-to-face appointments can be requested, if possible during the following two weeks.

d) Virtual Group had asked a question about follow-up letters after NHS consultations. They are almost instantaneous, most discharge letters are with the surgery before discharge from hospital, but follow-up letters after private consultations can be very random.

7) **Reports** from APPG, Ashford North Hub and Our Place Wye, see 5) above.

8) **AOB** – all matters had been dealt with already.

9) **Date of next meeting:**

Tuesday August 22nd at 7.15 in the Surgery Waiting Area