

## Waterfield House Surgery -Patients Participation Group (PPG) Quarterly Meeting Minutes

*11<sup>th</sup> September 2019*

### Attendees

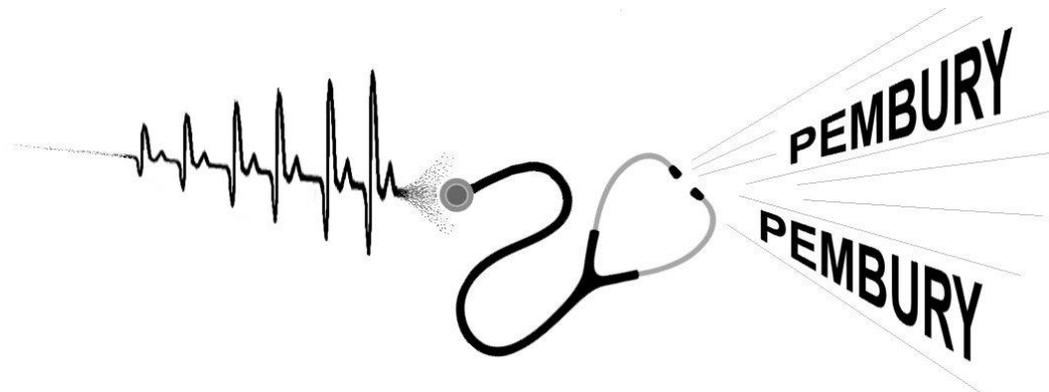
#### Waterfield House Surgery -Patients Participation Group Members:

Trudy Donachie (Chair Waterfield House PPG)	Anne Nicholls (Secretary Waterfield House PPG)
Peter Gonsalves (Practice Manager, Waterfield House Surgery)	Patricia Davis
Alan Braham	Tony Nicholls
Andy Sadler	David Coleman
Hazel Daniell	John Evans (pp David Hanes)
Gill Cole	

*Apologies for absence received from David Hanes and June Crowhurst*

*No apologies for absence received from other PPG members.*

Agenda Item	Minutes and Actions
<b>PPG Promotional Event</b>	<ul style="list-style-type: none"> <li>• Date and time: 30 Oct 2019 at 7.00pm</li> <li>• Topic: A Day in the Life of a GP</li> <li>• Presenters: Dr Justice and Dr Minkah</li> <li>• Venue: Waterfield House Surgery</li> <li>• Why: to raise the profile of the PPG and encourage new members.</li> <li>• Promotion:               <ul style="list-style-type: none"> <li>○ Anne and Tony Nicholls to design a flier and print 100 copies to be handed out at the Pembury Society meeting on early October.</li> <li>○ Trudy to print out some A4 copies as posters to be put up in Chemist and other venues as appropriate.</li> <li>○ Peter to download copy of flier onto surgery waiting room display.</li> </ul> </li> </ul>
<b>Feedback from PPG Chairs meeting</b>	<ul style="list-style-type: none"> <li>• Information was circulated to the PPG members on 08 Sep 2019 – are there any comments regarding the information provided or clarification required.               <ul style="list-style-type: none"> <li>○ Do we have a communication strategy? NO. The surgery uses phone, letter or text as the means of communicating with patients in regards to invites for regular check-ups etc., and will has recently introduced use of e-mails for patients to communicate with the surgery. We need to be very aware of the data protection and privacy rules regarding personal information whenever we communicate with patients.</li> <li>○ Could we use some of the “Focus Days” as a means of communicating with patients on specific topics e.g. paediatric first aid, or diabetes awareness?</li> <li>○ Andy Sadler suggested promoting the PPG at the Pembury Apple day in October – unfortunately we found that this was not being held this year.</li> </ul> </li> <li>• Changes to the NHS structure in the area.               <ul style="list-style-type: none"> <li>○ We are now part of the Tunbridge Wells Cluster- this allow for evening and</li> </ul> </li> </ul>



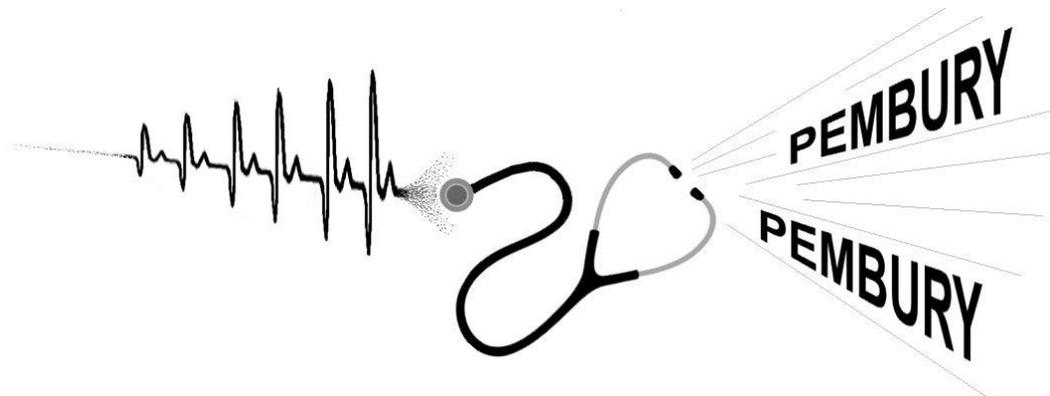
	<p>weekend appointment bookings to be available to all patients. The cover to be provided in rotation around the cluster, so patients will need to travel. The following practices form part of the cluster  <a href="https://www.westkenthhealth.co.uk/primary-care-networks/tunbridge-wells-pcn/">https://www.westkenthhealth.co.uk/primary-care-networks/tunbridge-wells-pcn/</a>:</p> <ul style="list-style-type: none"> <li>• <i>Abbey Court Medical Centre</i></li> <li>• <i>Clanricarde Medical Centre &amp; Rowan Tree Surgery</i></li> <li>• <i>Grosvenor &amp; St James Medical Centre</i></li> <li>• <i>Kingswood Surgery</i></li> <li>• <i>Lonsdale Medical Centre</i></li> <li>• <i>Rusthall Medical Centre</i></li> <li>• <i>Speldhurst &amp; Greggswood Medical Group</i></li> <li>• <i>St Andrew's Medical Centre</i></li> <li>• <i>Waterfield House Surgery</i></li> </ul> <ul style="list-style-type: none"> <li>▪ Hazel pointed out that the communication on this service has not been well publicised, and asked whether there were any restrictions of the services the cluster will cover. <ul style="list-style-type: none"> <li>• Peter responded that patients will be made aware of the out of hours appointment support when phoning reception for an appointment.</li> <li>• At present there could be restrictions depending on clinical expertise or technical availability.</li> </ul> </li> <li>○ In Tunbridge Wells the Primary Care Network (PCN) and the clusters are the same (this is not necessarily the case in other areas). The TW cluster has approximately 18,000 patients. By signing up to a cluster the surgery has to ensure certain support: <ul style="list-style-type: none"> <li>▪ Social prescriber within the cluster already in place.</li> <li>▪ Clinical pharmacist – being recruited</li> <li>▪ Paramedics</li> <li>▪ Physiotherapist</li> </ul> </li> <li>○ The question was raised as to whether there should be an over-arching PPG for the cluster and should the various PPGs or their chairs meet up regularly?</li> <li>○ Directors of the TW PCN – Dr Robinson from the Kingswood surgery and Dr Ferguson from St James' surgery.</li> </ul>
<p><b>Flu Clinic</b></p>	<ul style="list-style-type: none"> <li>• Details of the Flu clinic have been released:  24<sup>th</sup>, 25<sup>th</sup> &amp; 26<sup>th</sup> September 14:30 to 15:00  30<sup>th</sup> and 31<sup>st</sup> October 14:30 to 15:00  Other dates will be made available later.</li> <li>• Alan Braham made a general enquiry as to whether the surgery had enough vaccine available for all qualifying patients, and Peter confirmed that there was sufficient stock at the surgery.</li> <li>• John Evans was concerned that the poster in the Pembury chemist indicated that they would charge £11 to administer the flu injection. Peter confirmed that all those that qualify for the free flu vaccination (over 65s and those with certain medical conditions) would not have to pay even if it were administered at the pharmacy.</li> <li>• Gill Cole very kindly agreed to sit in at the 24 Sep clinic to raise awareness of the PPG, unfortunately there were no other volunteers for other dates.</li> </ul>
<p><b>Surgery Update</b></p>	<ul style="list-style-type: none"> <li>• The change in boundary of Tunbridge Wells Primary Care Network (PCN) has been approved and implemented details can be found on the surgery website  <a href="https://www.westkenthhealth.co.uk/primary-care-networks/tunbridge-wells-pcn/">https://www.westkenthhealth.co.uk/primary-care-networks/tunbridge-wells-pcn/</a></li> <li>• Dr Woods has joined the surgery to replace Dr Cameron</li> </ul>



- Dr Victoria Minkah has also joined the practice.
- Patients have been informed of their new named GP.
- GP coverage at the surgery is provided as follows:
  - Dr Richard Justice
  - Dr Peter Lutch
  - Dr Susan Woods
  - Dr Victoria Minkah
  - Dr Justine O’Neill
- A new practice nurse, to replace Nicki, joined the surgery in August.
- One of the current nurses is off work due to a bereavement.
- Annual review by the Care Quality Commission (CQC) has been published and the surgery rated as “GOOD”. This was a remote inspection and a good outcome for the surgery when considering all the changes and challenges the surgery has faced over the last year.
- The PCN “Improved Access” initiative is in progress. Community diabetic services have already been introduced and these clinics will be rotated around the network. New services will be added over time.
  - John Evans enquired whether people would get help with travel to such clinics if they do not have their own transport.
    - Peter clarified that the current assessment requirements for providing free transport to and from clinics/hospital etc. would remain.
  - David Coleman enquired whether the Annual Diabetic Review clinic would still be run by the Waterfield House nurse at the surgery or would it form part of the “roving” improved access clinic?
    - Peter confirmed that these annual review clinics would be at Waterfield House Surgery.
  - Communication on the Improved Access initiative needs to be improved.
- Home visits – these are available for patients who are bed-bound, not just house bound.
  - David Coleman asked for clarification on home visits – for example- if you are temporarily bed-bound with what you think is flu, would a GP come out then?
  - Peter confirmed that a decision would be made on a case-by-case basis by the GP when an enquiry was made to reception.

**Any Other Business**

- Carers Rights Day
  - Hazel enquired whether it would be possible to promote Carers Right Day, perhaps in conjunction with the PCN.
    - We would need to get “INVOLVE” on board with this and Peter would need to communicate with those registered on the surgery Carers register.
- The slow process of recruiting GPs was raised as a concern and John Evans asked whether there needs to be additional places at university for Doctor training. Trudy replied that it was not necessarily the number of qualified doctors that was the issue, but around medical staff wanting to go into general practice.
- General NHS communication –
  - Andy Sadler raised the issue of confusion on who and where to contact for certain conditions e.g. go to the pharmacist, phone 111, go to A&E, ask for home visit, get an emergency appointment, have an e-consultation or a phone consultation etc. A potential communication strategy for the PPG for the future could be around what to do for certain medical conditions – pick 5 common conditions.
  - Alan Braham was concerned about the general confusion and lack of clarity from



	<p>the NHS e.g. contradictory articles in the media, when you can or can't see a GP.</p> <ul style="list-style-type: none"> <li>○ David Coleman was concerned over the frequency of changes from the NHS especially related to home visits and booking appointments. <ul style="list-style-type: none"> <li>▪ These concerns were acknowledged but Peter reiterated that it was not easy to get information out to all Pembury residents</li> </ul> </li> </ul>
<p><b>Next, and Subsequent Meeting</b></p>	<ul style="list-style-type: none"> <li>● NEXT MEETING 15 Jan 2020</li> <li>● OPEN EVENING "A Day in the Life" 30 Oct 2019</li> <li>● SUBSEQUENT MEETINGS 11 Mar 2020</li> <li>● 2020 AGM 13 May 2020</li> </ul>