



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

*15 January 2020*

<b>Attendees</b>	<p><b>Waterfield House Surgery -Patients Participation Group Members:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <i>Peter Gonsalves (Practice Manager, Waterfield House Surgery)</i> </td> <td style="width: 50%; vertical-align: top;"> <i>Anne Nicholls (Secretary Waterfield House PPG)</i> </td> </tr> <tr> <td style="vertical-align: top;"> <i>Patricia Davis</i> </td> <td style="vertical-align: top;"> <i>Tony Beck</i> </td> </tr> <tr> <td style="vertical-align: top;"> <i>Gill Cole</i> </td> <td style="vertical-align: top;"> <i>Tony Nicholls</i> </td> </tr> <tr> <td style="vertical-align: top;"> <i>Hazel Daniell</i> </td> <td style="vertical-align: top;"> <i>David Hanes</i> </td> </tr> <tr> <td style="vertical-align: top;"> <i>Anne Patterson</i> </td> <td style="vertical-align: top;"> <i>Kathleen Gordon</i> </td> </tr> </table> <p><i>Apologies for absence received from David Coleman, Trudi Donachie (Chair), John Evans, Allan Braham and June Crowhurst.</i></p> <p><i>No apologies for absence received from other PPG members.</i></p>	<i>Peter Gonsalves (Practice Manager, Waterfield House Surgery)</i>	<i>Anne Nicholls (Secretary Waterfield House PPG)</i>	<i>Patricia Davis</i>	<i>Tony Beck</i>	<i>Gill Cole</i>	<i>Tony Nicholls</i>	<i>Hazel Daniell</i>	<i>David Hanes</i>	<i>Anne Patterson</i>	<i>Kathleen Gordon</i>
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<b>Agenda Item</b>	<b>Minutes and <i>Actions</i></b>										
<b>Minutes of previous meeting</b>	<ul style="list-style-type: none"> <li>These were accepted as a true representation of the meeting of 11 Sep 2019</li> </ul>										
<b>Feedback from PPG Promotional Event “A Day in the Life of a GP”</b>	<ul style="list-style-type: none"> <li>The GPs taking part in the event have fed back that it was a useful way to interact with the surgery’s patients.</li> <li>From a patient’s point of view it was useful in understanding what happens during a typical day in the Waterfield House Surgery.</li> <li>The event was considered as success and we should think about other events for 2020.</li> <li></li> </ul> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center;"><b><i>ACTION</i></b></td> <td style="text-align: center;"><b><i>ACTIONS OWNER</i></b></td> </tr> <tr> <td style="color: red;"><i>Please consider any other topics that may be of use/interest for another PPG Promotional Event later in 2020</i></td> <td style="color: red;"><i>All PPG members</i></td> </tr> <tr> <td style="color: red;"><i>Notes from the event need to be circulated</i></td> <td style="color: red;"><i>Trudy and Anne</i></td> </tr> <tr> <td style="color: red;"><i>Any new PPG member contact e-mail addresses need to be added to the PPG membership list held by PPG secretary</i></td> <td style="color: red;"><i>Trudy and Anne</i></td> </tr> </table>	<b><i>ACTION</i></b>	<b><i>ACTIONS OWNER</i></b>	<i>Please consider any other topics that may be of use/interest for another PPG Promotional Event later in 2020</i>	<i>All PPG members</i>	<i>Notes from the event need to be circulated</i>	<i>Trudy and Anne</i>	<i>Any new PPG member contact e-mail addresses need to be added to the PPG membership list held by PPG secretary</i>	<i>Trudy and Anne</i>		
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<b>Feedback from PPG Chairs meeting</b>	<ul style="list-style-type: none"> <li>Apologies from our Chair, Trudy who was unable to attend this evening due to family illness. We therefore did not have any feed-back from any external meetings.</li> </ul>										
<b>Surgery Update</b>	<ul style="list-style-type: none"> <li>Additional resource has been obtained from the Tunbridge Wells Primary Care Network (PCN) to support the surgery. This is in the form of a Clinical Pharmacist who can provide the patient with direct support and advice on changes to medication e.g. concerns over change of drug brand. The local pharmacist is able to provide this support but as they do not have access to the patient records, they may not be able to understand the reasoning around the change.</li> <li>Social Prescriber –             <ul style="list-style-type: none"> <li>a trained non-medical person who supports the whole of the Tunbridge Wells PCN and who can be asked by surgery staff (Doctor, Nurse or Reception personnel) to support the social needs of a patient. This could include, for example:</li> </ul> </li> </ul>										



- introducing patients suffering from isolation and loneliness to community groups so that they go out and meet other people from the village.
- Advising on where to go for financial support.
- By using the Social prescriber where non-medical support is needed, we can free up more doctor and practice nurse appointments as well as providing much needed, targeted support for the individual.
- The Social Prescriber will assess the needs of the individual to determine the correct support mechanism and the level of the support needed e.g. is transport required, mobility issues.
- The surgery currently has one Social Prescriber in place and a second starting on 1<sup>st</sup> April 2020.
- Questions from PPG related to this topic –
  - Can the individual self-refer and if not, who can refer?  
*Self-referral is not permitted but as stated above referral can be made by the GP, Practice Nurse or Reception Personnel.*
  - Do health visitors no deal with these issues?  
*No, this would not fit under the remit of a health visitor whose role if now focused on pregnancy support (pre and post-natal) and children.*
  - Is there any data from the PCN or Waterfield House Surgery on how much this service is being used?  
*No, we do not have this data, but will try and obtain this information.*

<b>ACTION</b>	<b>ACTIONS OWNER</b>
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*Figures to be obtained and circulated on how frequently the Tunbridge Wells PCN social prescriber system has been used since its introduction*

*Peter*

- How is the Social Prescriber system publicised?  
*There is information on the Waterfield House Practice website. We are trying to get a Social Prescriber in to talk with the Practice staff so that there is more of an understanding within the practice itself.*
- If the only source of information on Social Prescribing is the website how are people who are not confident in using IT systems going to find out about it?  
*The practice staff will be able to inform patients of the service.*
- Communication of this service to the wider community is important and we should not just rely on people stumbling across the information on the website. Could we add an article in Pembury Village News, which is delivered to all households in the village, on the role of the Social Prescriber and in that way publicise the service? Doctor Cameron used to write an article for Pembury Village News- though this was not always on medical issues- it may be worth trying to use this format more.  
*This is worth investigating*

<b>ACTION</b>	<b>ACTIONS OWNER</b>
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*Peter to contact Pembury Village News editors to determine whether an article could be added to the next edition*

*Peter*

**Any Other Business**

General Feedback from PPG membership:

- We feel that there should be a GP representative at the PPG meeting so that they hear about the patients concerns first hand and can respond.
- Appointment system:



- There is still a great deal of confusion in the community on how to book and appointment, getting an emergency appointment or pre-booking a slot with the GP for non-urgent issues.
- Better communication is needed on the types of appointments available e.g. face-to-face with GP, phone consultation and how appointments can be booked e.g. on-line, telephone reception, at reception.
- There is still a lack of faith amongst patients that they will get an appointment when they need it, either as an emergency or if the GP has asked them to come back in x weeks. Why, for example, can you not pre-book an appoint 6 weeks in advance if the GP has said he wants a follow-up?
- Has the surgery considered the use of an electronic signing-in system for attending appointments as this will take pressure off the reception staff and reduce queues and reception?  
Such systems, are simple to operate and generally require just date of birth and confirmation of male/female, work well in London and Eastbourne.
- There was concern over the impact of the new planned house builds within the village on the service Waterfield House can provide.  
At the moment there are no planned fixes for this as the housing plan has not yet been finalised.
- There was a concern that the data on the Repeat Prescription service available on Patient Access was hard to find and was sometimes inaccurate.
  - Peter confirmed that:
    - medication prescribed for acute conditions would not appear on the repeat prescription list
    - Controlled drugs do not appear on the repeat prescription list
    - Replacement drugs will not appear on the repeat prescription list until they have been used for a few months and shown to be suitable for continued use.
- General Communication:  
Could we consider using Pembury Village News as a suitable place for communicating Waterfield House Practice information as well as PPG information to a wider audience?

<b>ACTION</b>	<b>ACTIONS OWNER</b>
<i>Peter and Trudy to discuss and consider whether this was a suitable medium for communication</i>	<i>Peter and Trudy</i>
<i>Peter to forward minutes from PPG meetings to those who have consented to receive such information but only through the surgery</i>	<i>Peter</i>

<b>Next, and Subsequent Meeting</b>	<ul style="list-style-type: none"> <li>• NEXT MEETING 11 Mar 2020 (apologies of absence in advance from Anne &amp; Tony Nicholls)</li> <li>• AGM 13 May 2020</li> </ul>
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