

Minutes of Patient Participation Group Held at Waterfield House Practice on 17 January 2018

Present: Peter Gonsalves, Allan Braham, David Coleman, David Hanes, Melvyn Cole, Gill Cole, Trudy Donachie, Margaret Gannaway Colin Taylor

Apologies: Andy Sadler, June Crowhurst

Practice Manager:

- Peter Gonsalves introduced himself as the new Practice Manager commencing at the beginning of January.

Matters Arising from Last Meeting:

- Owls Nest – no new application as yet.
- Trudy Donachie volunteered to construct a Newsletter.
- David Coleman stated that the Planning Department at Tunbridge Wells was very understaffed and behind with Planning Application so no news on extension to Cornford House as yet.

Surgery Update:

- The surgery had been under increased pressure this winter.
- The Paramedic employed by the surgery mainly dealt with the Care Homes to assist the doctors with this responsibility.
- Patients were being sent texts to inform them that they would receive reminder texts concerning appointments and in due course be able to make appointments with a dedicated APP. Patients will also be able to cancel appointments via their mobile phones. There will be a form available at the surgery for anyone wishing to give consent or ask that messages are not sent to them. The proposed APP will be “My GP”.
- Peter Gonsalves had met with Trudy and Margaret prior to the meeting and agreed to look into ways that the PPG could help the surgery, including attending the Flu Jab Clinics. Issues around confidentiality also had to be considered.

AGM to be held on 21 March at 7.00 pm.

- Peter Gonsalves confirmed that one of the doctors would be present along with some of the staff to explain their roles within the surgery.
- Poster to read: “Your Patient Participation Group invites you to Waterfield House Surgery to meet some of the staff and understand their roles.”
- Margaret Gannaway to liaise with Parish Clerk concerning boards for mounting and whether the Parish Council could fund the Poster. Action: Mgt Gannaway
- Peter Gonsalves agreed to advertise this on the Surgery Website. Action: Peter Gonsalves

Waterfield House Website:

- David Haines felt that the Surgery Website needed major updating and mentioned how informative the Kingswood Road Practice website was compared to Waterfield House. The meeting was informed that it was thought a patient of this practice had undertaken to design and update it regularly.

PPG Chairs Meeting:

Trudy Donachie reported on this meeting.

- There was a shortage of nurses at the Tunbridge Wells Hospital
- A strategy for Primary Care was discussed including more paramedics and pharmacists.

- It had also been suggested that the surgery receptionists could be trained to ask patients more questions when they rang for an appointment in order to direct them to the correct person for advice and/or treatment. Colin Taylor expressed grave concerns about this idea as he felt only a doctor or trained professional could perform this role. He felt triage should only be performed by a senior practitioner.

- Telephone consultations were also discussed at the PPG Chairs Meeting

- A scheme called Home First was discussed where someone visits a patient within 2 hours of their discharge from hospital to ensure all was well.

- Discussion took place around establishing a Medical School in Kent.

- The Telephone Prescription Service is to be rolled out to further surgeries.

Dates of Next Meetings:

Wednesday 16 May at 7.00 pm

Wednesday 19 September at 7.00 pm

Wednesday 9 January 2018 at 7.00 pm