

# LEN VALLEY PRACTICE PATIENT PARTICIPATION GROUP MEETING

HELD ON MONDAY 7<sup>TH</sup> NOVEMBER 2022

AT LENHAM COMMUNITY CENTRE

## M I N U T E S

**Present:**

Terry New (Chair)	Jeanine Boylan-Buckley
Carol McKeough	Peter Livesey
Jacquilyn Hascombe-Brook	Marjorie Darby
Jan Smith	Neil Pedlingham
Maggie Lineham	Margaret Conor
Sadie Curtis	Tara Cubbins
Anita Jerritt	Dr Andrew Reed (LVP)
Margaret Phillimore	Pamela Barber (LVP)
Leila Ware	Samantha McIntosh (LVP)
Julia Allen	Elaine Moles (LVP)
Carol Higgins (Minutes)	

**1. APOLOGIES FOR ABSENCE**

Apologies received from Stephen Taylor and Sally Boddington.

**Action**

**2. MINUTES OF THE LAST MEETING**

The minutes of the meeting held on 5<sup>th</sup> September have been seen by everyone and approved.

**3. MATTERS ARISING FROM THE PREVIOUS MEETING**

There were no Matters Arising.

**4. PRACTICE UPDATE**

Via recent email

From the 1<sup>st</sup> November 2022, the practice has made the decision to make some changes to our booking system. This decision has been made using patient feedback, a discussion with the Partners, GP's and Management team.

We will still operate a telephone triage service from 8:30am for new on the day, urgent matters/Problems/appointment requests. For pre-existing or non-urgent appointment requests you will be offered the next available appointment.

There is no longer a booking system available at 2pm, so patients will not be advised to call back after 2pm.

Please remember we are not an emergency service, if you need urgent medical care you should contact 999/111.

Our experienced Receptionists are trained to signpost patients to the most appropriate service/clinician that can include a 'First Contact' Physiotherapist, Paramedic, Pharmacist or Nurse.

We have other appointments available to book within the 'Primary care Network' and these are a mix of telephone and Face to Face appointments with a variety of services including other GPs. You will be offered these if appropriate.

We have increased our clinical team and offer more appointments now than we did before the Covid-19 pandemic started.

As with all changes, this will be done as a trial and will be reviewed regularly. We hope this will improve access for our patients and we ask that you bear with us during this period of change.

Lastly if you book an appointment and then no longer need it, please remember to cancel giving as much notice as possible to allow us to offer it to someone else.

Further news from the surgery

- Dr Khan has joined the clinical team (18/10/22) She is part-time working days Tuesday, Thursday and Friday (mornings only) and all day Wednesday.
- Kingsley joined the clinical team as Clinical Prescribing Pharmacist (10/10/22)
- We are offering, via the PCN, GP appointments at Harrietsham on a Saturday morning.

Furthermore

- Did Not Attend data for September – Sadly 148 appointments (we will be adding this to our website monthly).

#### 5. PPG UPDATE

Terri has 20 copies of the terms of reference for the PPG, please see her after the meeting to sign up.

All

#### 6. PRIMARY CARE NETWORK (PCN)

Carol McK attended recent PCN meeting. Headcorn have left the Ridge PCN. The Ridge PCN / PPG chairs and deputies will not meet in person again unless something requires them to; they will use email. The PCN are doing some surgeries at Harrietsham now with 2 regular locum doctors, who know the systems etc, on Saturday from 9-5. Email and internet are now working at Harrietsham. 7 DNAs on Saturday. Saturday is a mix of Practice patients and for non-urgent appointments. These surgeries may not be advertised in case they do not have the cover, but once up and running they may be advertised.

#### 7. Integrated Care Board (ICB) and West Kent Health and Care Partnership (HCP) UPDATE

The Kent and Medway Integrated Care Board became a legal entity from July 2022. It brings together all parts of the NHS plus social care, housing and voluntary organisations etc. It took over from the Kent and Medway Clinical Commissioning Group (CCG). They meet Bi-Monthly.

The West Kent Health and Care Partnership (HCP) involves West Kent specific health, social care, housing and voluntary organisations to ensure that the needs of the West Kent population are met. Also came into being from July 2022. The PPG chairs group meetings are facilitated through the West Kent HCP.

The National Survey for LVP came out well, apart from the phone system. Extended Access was due for roll out in October. The Walk-in Centre is at Maidstone Hospital or dial 111. This will book you through the same system. Compatibility of the systems was described as "they are being worked on". Covers the Kent and Medway.

Tara Cubbins asked how people are referred to the HCP? How are they helping people on the ground? Carol McK explained It is not an organisation that is directly accessible to patients. It organises services to be delivered to patients. If those services fail, then complaints can be made to the HCP or more likely to the Kent and Medway wide ICB.

Both ICB and HCP are new organisations both bringing together all agencies working to support the health and social care needs of the people of Kent and Medway.

With regards to Social Prescriber, this is accessible to GPs but not to the patient. GP must send details and they would then contact you. There is one Social Prescriber for the whole of the PCN. Carol Mck would like the Social Prescriber to be invited to one of the PPG meetings in the future.

ICB and HCP have been up and running since July 2022 so are still developing their remit and how they will all work together.

**8. WALKING FOR HEALTH UPDATE**

Numbers have gone down which is usual for this time of year. The group do go away on holiday. GPs to please recommend Walking for Health. Last walk for this year is 15<sup>th</sup> November with a walk and lunch in Leeds.

**9. THE GLEBE, HARRIETSHAM**

WIFI at The Glebe is now working. With regards to the lease, Elaine M explained there was a problem with the lease involving two parties. (not minuting in full due to sensitivity of Parish Council, etc – also CIL payment referred to and fact if not claimed it goes back to developer, but you have to put in a bid for the CIL payment and they do expire. It is not just the Practice than can have access to the money in the pot). The Glebe had major IT issues but is open and functional with Community Health Staff upstairs, smear clinics and nurses are there sometimes. The maintenance of the The Glebe is down to the Parish Council.

Elaine explained the Practice has a large catchment area going as far as Challock, Doddington, Kingswood, Bearsted, Grafty Green – 10,500+ patients. New houses in the area do not make a big impact. If a patient moves, the surgery will contact the patient and if no reply, will remove the patient. Some patients also have hospital letters coming through with a new address out of area.

The telephone system cannot cope. 4 people answer phones from 0830 am. Recent changes have had a positive impact.

Jacquilyn Hascombe-Brook stated the surgery she left had everything available online. How far away is Lenham from this? Elaine M stated she was not sure how well a fully online surgery would go down with patients and would increase the workload. There is Patient Access booking appointments online – it can be used inappropriately, and appointments are wasted, this happens quite a lot. The Practice has, therefore, turned it off (Patient Access). Some patients were booking appointments everyday which obviously impacts on the service. There were 148 DNAs in September. It was stated some tried to cancel but unable to get through on the phones. Text messages are sent with reminders which you can reply to, to cancel the appointment so no need to telephone.

Some patients such as the elderly do not have access to text/online and the Practice is aware of this. Unfortunately, you cannot help everyone all of the time.

The Practice are offering more appointments than before Covid. There are more staff, in fact the best staffing levels the Practice has had.

Carol Mck will try and sort out a date to do A Day in the Life... interview with staff at the Practice.

CMcK

**10. COMMUNICATIONS**

The Glebe Patients feel like 2<sup>nd</sup> class citizens. Elaine M stated Branch Surgeries are not funded now, there is one Practice and the view is not to close The Glebe but to establish what clinics

and staffing to offer. One problem is that once a clinic finishes, Reception staff have to stay on to do admin until their shift ends at 6.30pm. They would be on their own.

One PPG attendee enquired how to arrange to have prescriptions ordered and delivered on an App. Elaine Moles explained you can use Patient Access or the NHS App to order prescriptions online, but the Practice do not use Pharmacy2U.

Missed appointments – the Practice will follow up on baby immunisations and smear test appointments. Is there anything the PPG can do to support the missed appointments? Elaine M stated at the point of booking, the receptionist will ask for the reason for the appointment. Many won't give the reasons. It was agreed a Survey would be a good idea – why do you not attend and give a list of reasons to pick from.

Margaret ? asked how do we help those with Mental Health problems attend appointments. Dr Reed stated these patients would be phoned.

A lady in Harrietsham has complained about communication. She is having problems getting to and from the surgery. There is a transport scheme to help in Harrietsham. She said she was happy with the service once she gets through on the phone, and gets the bus to the Practice.

#### **11. ANY OTHER BUSINESS**

Peter Livesey and Julia Allen have had a look at the Website. It needs updating. Dr Hagan is still showing as Senior Partner, Harrietsham is listed as open, prescriptions are showing an old cost and it is quite muddled and not user friendly. Appointment system is still on there but cannot be used – the link needs to be removed, error 404 keeps coming up. Offer of a steroid jab with Dr Taylor, filled out the form on mobile phone, sent via text message. It does not distinguish between the actual jab or the admin leading up to it, then comes up with error 404. Photos on the banner are not local (Elaine M explained it is just a template, so a generic system with Practice name changed). The Practice don't have the staffing to update all media. The site does not seem fit for purpose. Julia Allen is willing to look over the website, update, etc. Carol Mck will raise at the PCN meetings she attends also. The Ridge website also needs updating.

JA  
Cmck

The PPG said how appreciative they are for all the Practice do, please do not think that they are not.

What has happened to the footcare service? Age UK have not been asked to run another one.

Dr Reed reported prescriptions provided for 28 days, it is one of the rules. Also storage for prescriptions is not large enough to be for any longer time (Elaine M). A lot of prescriptions are not collected, some of which have to be thrown away.

Covid and Flu vaccinations – no more Saturday clinics. Monday evenings 6-8pm or Friday afternoons at Harrietsham. The next ones at Harrietsham are 11<sup>th</sup> and 18<sup>th</sup> November, PPG to help out.

#### **12. DATE OF NEXT MEETING**

Monday 9<sup>th</sup> January 2023 at 1pm, Lenham Community Centre.