**Notes of Meeting held on Wednesday 21 June 2023 at Sandwich Medical Practice**

In attendance: Suzanne Myers (Practice Manager) SM

Carol Bore (Business Manager) CB

Francis deSouza (Chair) FD

Brenda O’Neill (Vice chair & note taker) BON

Natalie Baker NB

John Bateson JB

Sharon Dunn SD

Mike Edinberry ME

Robert Marshall RM

1. **Welcome, introductions and apologies**
   1. FD welcomed all.
   2. FD advised that Gill Cross had resigned from the group and she was thanked for her contribution.
2. **Minutes from the last meeting held on 22 March 2023** – agreed and noted that those patients who had expressed an interest in joining the group had not pursued that interest.
3. **SMP Practice update – including waiting times for appointments**
   1. SM advised that there had not been much change since the last meeting but reported on the following:
   2. Three Spring Covid Vaccination Clinics had been held by the practice with 972 vaccinations being given. Home visits for this had also been completed.
   3. Dr Ahmed had completed his training, passing with flying colours and being given the GP Trainee of the year award. Congratulations were expressed from the Group. Dr Ahmed will continue with the Practice one day per week as a locum and has taken a post at the Whitstable Medical Practice.
   4. The Practice Facebook page had gone live with 250 signed up to follow so far. No comments are allowed but the posts are shareable. A text will be sent to all patients where the Practice has a mobile number to advise about the page.

**ACTION: SM/CB**

* 1. Three zones on the new floor plan for the Practice had been identified – A, B and C and colour-coded. It was agreed that more signage to point out the zones would be helpful for patients. **ACTION SM/CB**
  2. Waiting times for appointments:
     + Emergency = same day
     + Routine / choice of doctor = 3 weeks
     + Routine / no choice of doctor = 2 weeks
     + SM and CB explained that the appointment system in the Practice is run different to other practices in the area. SMP provides 355 appointments per 1000 registered patients whilst other practices in the Deal Primary Care Network (PCN) provide less.
     + More use was being made of the Physiotherapy appointments available in the Royal Victoria Hospital in Deal.
     + Blood testing – more to be made available in the Practice with an advertisement for a Health Care Assistant being placed soon to cover phlebotomy.
     + Currently there are 40 patients requiring regular dressings which can take between 20 minutes and 1 hour and needing 2 nurses.
     + It was noted that patients were being sent letters in the post requesting the patient telephone the Practice to make an appointment. SM and CB will look at encouraging more use of text or emails to patients where possible.

**ACTION: SM/CB**

* + - BON asked how referrals for treatment from consultants, including an operation, were processed by the Practice. SM and CB confirmed that any such referral should be made direct by the referring consultant and there was no need for referring back to the GP.

1. **NHS App Consultations** 
   1. SM and CB will follow up with GPs the amount of information / detail recorded in a patients record so that when patients review this in their NHS App they understand better their treatment plan, including any follow ups.

**ACTION: SM/CB**

1. **East Kent Hospitals University Foundation Trust (EKHUFT) patient portal**
   1. The purpose and how to use this portal were unclear. If more is discovered SM and CB will advise the group. In the meantime, a Trust representative will be invited to a meeting of the PPG to explain the benefits and how to use the portal. **ACTION: FD & SM/CB**
2. **Any other business**
   1. JB asked about the dispensing of repeat prescriptions noting that Boots in Ash had stopped the process. It was advised that patients need to sign up for automatic repeats in their chosen pharmacy.
   2. It was noted that Eastry Pharmacy was under new management and there appeared to be some teething problems with availability of certain medications.
   3. SM and CB will enquire with their prescribing team what the process and cut off date is for requesting repeat prescriptions (thought to be 2 weeks ahead). **ACTION SM/CB**
   4. FD had distributed the PPG Newsletter around the town and it was available in the Practice.
3. **Date of next meeting** – agreed Wednesday 27 September 2023 at 4pm in the Practice.