

SANDWICH MEDICAL PRACTICE

Patient Participation Group

Notes of Meeting held on Wednesday, 18th May, 2022 at Sandwich Medical Practice

In attendance:	Suzanne Myers (Practice Manager)	SM
	Carol Bore (Business Manager)	CAB
	Mr Francis de Souza (Chair)	FdS
	Mr Michael Edinberry	ME
	Mrs Gill Cross	GC
	Mrs Sharon Dunn	SD
	Mrs Natalie Baker	NB
	Mr Robert Marshall	RM
	Mr John Bateson	JB

FdS welcomed everyone to the meeting and thanked everyone for attending.

1. Apologies

Apologies were received from Brenda O'Neil (Vice Chair).

2. Minutes of the previous meeting

Minutes of the previous meeting were agreed as a true record.

3. SMP – Practice Update

SM gave an update on current practice clinical staff, when they work, and the various roles they perform. This information is also available on the website.

CAB gave an update on the progress so far with the new extension. Work started on site on 19th April and the project is expected to complete in the middle of January 2023. All the piling works have been completed and work has commenced on the foundations. The plans were shared with the group, which showed the elevations of the new building and internal room layout. Unfortunately, there will be a temporary impact on availability of parking spaces over the next few months, as the contractors also need space for their work compound.

4. Online Access and Medical Records Update

Following the last meeting, FdS met with Jasmine, our Online Services Co-ordinator and was able to give some useful feedback on how information is viewed by patients. Some changes were implemented as a result, to make it easier for patients to understand comments added by GPs regarding test results.

We continue to promote online services within the practice and the number of patients signing up is increasing month on month.

Access to medical records was discussed. This is controlled by patient consent. If a patient has consented to share their detailed coded record, information is viewable, as appropriate, to staff involved in their care across the healthcare sector and across Trusts and geographical boundaries.

5. NHS Hospital Waiting Times

Hospital waiting times were discussed and how patients can obtain information if they are on a list. When telephoning the practice, there is the option to speak to the secretaries about referrals (option 4). In reality, it is better if patients contact the hospital direct and there is a message on our answerphone which gives the telephone number for the outpatient advice line – 01227 868686. This is for patients who are waiting to hear about their hospital appointment. For patients who are waiting for surgery, they should contact East Kent Hospitals on 01227 783145.

There is also a new website called **My Planned Care** – www.myplannedcare.nhs.uk which supports people waiting for a hospital appointment, operation or treatment, and gives them advice and support while they wait. This includes access to average waiting times at their hospital and other useful advice on local services.

The site is easy to use and updated weekly with other advice and information on how to manage pain, keeping healthy, looking after your mental health, accessing financial help and other local support services. The site can also help people to prepare for their appointment or operation, and includes practical suggestions about how to manage symptoms and help prevent them from getting worse. This information will be included on the practice website.

6. Newsletter

Discussed progress with the newsletter following our last meeting, and items that might be included. It was agreed that the group would feedback to FdS by 10th June with ideas and suggestions. A meeting will then be arranged 2 weeks later to agree content and gather relevant information for inclusion. The managers will contribute and will organise printing and distribution once finalised.

7. Any Other Business

From discussion it was apparent from the group that patients are often unaware or unclear of where they can access care outside of the practice.

The Urgent Treatment Centre at Victoria Hospital, Deal is open 8 am – 8 pm every day of the year. They provide treatment for minor injuries and illnesses that are urgent but not life threatening. Although they prefer patients to ring 111 in advance, they do also offer a walk in service. Closed 12.45 – 1.30 pm each day.

On occasions, when there are no more appointments available here, patients may be directed to the Urgent Treatment Centre. The practice has access to a number of GP/nurse/physio appointments each day at Deal Hospital and reception staff may offer to book you an appointment there when we are full.

Patients can call 111 (or access online) for urgent medical problems 24 hours a day.

For critical care, QEQM Hospital in Margate and William Harvey in Ashford are the main sites. Canterbury Hospital has a minor injuries unit open 24 hours/day.

This information will be included on our website.

SD asked about the bulletin board in the foyer, which was used to promote various NHS health campaigns and awareness events. If there are volunteers within the group who would like to take this on, topics coming up include Men's Health Week, Learning Disability Week, Stoptober/Sober October, Menopause Awareness Month, Back Care Awareness Week.

Patients will be reminded again to avoid telephoning the practice at peak times (between 8 and 10 am) as the lines are extremely busy and there could be long delays getting through. If the problem is not urgent, it is better to call in the afternoon between 1 and 3 pm.

Deal and Sandwich Primary Care Network (PCN) are setting up a PPG for the five member practices and have asked for representatives from each to attend two meetings each year. There will also be a requirement for them to circulate information occasionally to their own PPG groups. The group were asked if anyone would be interested to take on this role. BoN had raised this at the last meeting and the importance of involvement. She will be contacted separately to gauge her interest as not in attendance today.

8. Date of Next Meeting

The next meeting will be held on Wednesday, 17th August at 6.10 pm and Sandwich Medical Practice.