

# HIGH PARKS MEDICAL PRACTICE MINUTES OF A MEETING OF THE PATIENT GROUP

**Date:** 2<sup>nd</sup> February 2023

**Time:** 1.30pm – 3.00pm

**Place:** Emmanuel Centre, Cliffe Woods

**Present:**

Dave Bowen

Jess Cross

Jerry Doyle

Jenny Dunster

Jill Fanner

Sandra Fenney

Kath Gilbert

Dr Asser Ghozlan

Rita Horn

Sue McDermid

David Townsend

Caron Waters

Claire Butler

Practice Manager

Chair

Secretary

Joint-Treasurer

GP Partner

Practice Nurse supporting GP Registrars (from item 8)

Practice Co-ordinator

The Chair welcomed Claire to her first meeting and introductions were made.

	Item	Action
1.	<b>Apologies for Absence</b> Received and accepted from Jane Cartwright, Christine Cavender, Mike Cavender, Kath Johnson and Pat Tomlinson	
2.	<b>Notification of Any Other Business</b> Rita Horn – communication between hospitals and the practice	
3.	<b>Declarations of Conflict of Interest</b> None declared	
4.	<b>Membership of the Patient Group (PG)</b> No change	
5.	<b>Minutes of Previous Meeting</b> Minutes of 10 <sup>th</sup> November had previously been agreed as an accurate record by all participants via email and have now been posted on the Highparks' website.	
6.	<b>Matters Arising and Action Points</b> All actions had been completed or were on the agenda.	
7.	<b>Chair's Report</b> <ul style="list-style-type: none"> <li>Communications between the practice and the patient community still needs improvement and the PG is working to improve this.</li> <li>Dave, Jerry and Jenny had met in November to discuss how the PG could best support the practice through:</li> </ul>	

	<ul style="list-style-type: none"> <li>➤ use of social media</li> <li>➤ website improvements</li> </ul> <p>(For details see '<i>Communicating with patients and website update</i>' in minute 8.)</p> <p>(Caron Waters joined the meeting)</p>	
8.	<p><b>Practice Report</b></p> <p>Members had received the report prior to the meeting.</p> <p><b>Staffing</b></p> <ul style="list-style-type: none"> <li>• No change in the clinical team.</li> <li>• Deputy Practice Manager - Jas left her post with Highparks and a new appointment has been made, starting in March.</li> <li>• The mental health practitioner is leaving at the end of March and work is being done to recruit a replacement.</li> <li>• There is a new dementia support nurse.</li> <li>• Additional reception staff have been recruited to support the answering of phone calls in peak hours.</li> <li>• Additional locum GP support has been taken on which has enabled the practice to deliver an additional 150 appointments in both December and January (total 300).</li> <li>• Dr Ghozlan is collecting patient views to inform a poster for patient information.</li> </ul> <p><b>Staff Health and Welfare</b></p> <p>See '<i>Communicating with patients and website update</i>'</p> <p><b>Health Café</b></p> <p>A dementia café for carers had been discussed at past meetings. It was now felt that widening the target audience might be possible in order to make it a Health Café as the practice has capacity to be involved more actively.</p> <p>CONFIDENTIAL MINUTE</p> <p><b>Appointments</b></p> <p>Dr Ghozlan and other practice staff drew attention to the following:</p> <ul style="list-style-type: none"> <li>• Patients might not see a GP face-to-face as first point of contact if another clinician is more appropriate (eg physiotherapist). This clinician could directly provide follow-up appointments with him/herself or elsewhere within Medway Community Healthcare (MCH).</li> <li>• GP session hours are generally 9-1 and 2-6 although these will be extended if GPs feel it necessary.</li> <li>• Covid-19: boosters are generally completed although there is still provision for priority patients (those who are housebound or vulnerable) to receive them.</li> <li>• Members wanted to record their thanks to Caron and her team for the efficiency and smooth-running of the entire Covid vaccination programme. Caron expressed her thanks to Christine Cavender and her team of volunteers who manned the vaccination centres.</li> <li>• Access to appointments - many patients are booking regular appointments where there is no real clinical need but they are seeking reassurance.</li> </ul>	

- The phone system messages have been changed and shortened. Jess has requested the contractor for further changes and is awaiting a reply.

It was agreed that there should be a clear message on the website reminding patients that the best time to ring for non-urgent appointments is after 11am.

**Site opening and usage** – there has been patient feedback and concern regarding the use of all four sites.

All sites are open every day (except weekends).

Cliffe and Wainscott close in the afternoon on specific days.

A recent misconception is that there are no doctors at Cliffe or Wainscott.

### Wainscott surgery

- A doctor is present and completing appointments every morning.
- 250 GP appointments were delivered at the Wainscott site in November.
- Wainscott is open all day on Tuesdays.
- Thursday mornings are dedicated to GP appointments for Wainscott patients only.

### Cliffe surgery

- Cliffe has limited rooms but is commonly utilised for some specialised appointments eg post-natal, women's health or GP coil clinics but when logistics allow a GP will be placed there to see patients.
- Cliffe is open all day on Mondays.
- Throughout November there were approx 70 appointments at the Cliffe site.

NB the above site information might vary occasionally due to staff sickness or annual leave but the practice tries to have a nurse and a GP at every one of the four sites every morning.

Members agreed that the above information should be publicised on the Highparks website and Facebook page in order to inform patients and quell rumours. Also, the PG Facebook page can share this information.

**Did Not Attends (DNAs) – 290 in December, up on November**  
(November numbers in brackets):

96 (64) nurse consultations

81 (63) blood tests

59 (67) routine GP consults (ie patients with long-term or chronic conditions)

20 (25) on the day GP consultations

18 (14) Health Care Assistant consultations

## 10 (10) Child Immunisation

6 (6) Other

Highparks has more DNAs than the national average of 3.5%.

The practice actively engages with patients who frequently miss appointments.

Q – Why are appointment text reminders not being sent?

## Practice

Practice  
PG

	<p>A – There is a national problem with the system and a fix is being worked on.</p> <p>Jenny read out a message from Kathy Johnson who thanked the practice for a very positive experience. Jill wanted to thank Paula (receptionist) for her positive experience.</p> <p><i>(Caron Waters left the meeting)</i></p> <p><b>eConsult</b> eConsult is closed on a daily basis once the number of submissions reaches the maximum that the duty GP has capacity to deal with safely on that day. It was agreed that patients need to know this so the practice will add this information to their website and Facebook page.</p> <p>It is forecast that new housing in the practice's catchment area will add from 3 to 5 thousand extra patients to the practice. Q: Can a practice refuse to take on new patients due to high numbers? A: No. Medway has one of the highest ratios of patients to GPs nationally and the Integrated Care Board (ICB) is working hard to recruit GPs into the area.</p> <p><b>Continuity of Care</b> This depends on whether the GP feels that it is beneficial and that the chosen GP is available. GPs can arrange a follow-up appointment for specific needs eg test results.</p> <p><b>Communicating with patients and website update</b> Dave has</p> <ul style="list-style-type: none"> <li>• set up a generic email address – emails will go to the PG secretary who will answer general queries re the PG or signpost as appropriate;</li> <li>• set up a PG Facebook page which is ready-to-launch if the practice agrees. Members of the public can't message on the page but will be able to use the email link the PG secretary. The practice was happy for the page to be launched;</li> <li>• has contacted all four villages' Facebook groups' administrators to ask for removal of negative posts relating to the practice. They were all very supportive and are now moderating their groups more effectively.</li> </ul> <p>It is hoped that all of the above will relieve some of the pressure on the practice. Claire will liaise with Dave until the new Deputy Practice Manager is in post and the practice will let the PG know if they are ever uncomfortable with any of the above structures.</p> <p><b>Complaints</b> CONFIDENTIAL MINUTE</p>	<p><b>Practice</b></p> <p><b>Secretary</b></p>
9.	<p><b>Proposed Carers Events</b> It was agreed to set up a members' meeting to discuss possible options for these events during week beginning 20<sup>th</sup> March subject to the hall being available. (See minute 12)</p>	<p><b>Secretary</b></p>

10.	<b>Any Other Business</b> Communications between hospitals and the practice. This had been discussed at the previous meeting and Jerry read out the appropriate minutes.	
11.	<b>Confidentiality</b> Items were identified.	
12.	<b>Dates of Meetings</b> , all at 1.30pm at the Emmanuel Centre Post meeting note – members meeting re Health Café will be on Thursday 23 <sup>rd</sup> March at 1.30pm at the Emmanuel Centre.  Thursday 20 <sup>th</sup> April Thursday 20 <sup>th</sup> July Thursday 19 <sup>th</sup> October	