

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

Date: 27th April 2023

Time: 1.30pm – 3.00pm

Place: Emmanuel Centre, Cliffe Woods

Present:

Dave Bowen

Christine Cavender,

Jess Cross Practice Manager

Jerry Doyle Chair

Jenny Dunster Secretary

Jill Fanner Joint-Treasurer

Sandra Fenney

Dr Asser Ghozlan GP Partner

Shivani Patel Deputy Practice Manager

David Townsend

Observer:

Richard Thackery

The Chair welcomed Shivani Patel and Richard Thackery to their first meeting and introductions were made.

The meeting was quorate.

	Item	Action
1.	Apologies for Absence Received and accepted from Jane Cartwright, Mike Cavender, Kath Gilbert, Rita Horn, Kath Johnson, Sue McDermid and Pat Tomlinson.	
2.	Notification of Any Other Business None declared	
3.	Declarations of Conflict of Interest None declared	
4.	Membership of the Patient Group (PG) No change	
5.	Minutes of Previous Meeting Minutes of 2 nd February had previously been agreed as an accurate record by all participants via email and have now been posted on the Highparks' website.	
6.	Matters Arising and Action Points All actions had been completed or were on the agenda.	
7.	Chair's Report <ul style="list-style-type: none"> • Communications between the practice and the patient community 	

	<p>still needs improvement and the PG is working to improve this.</p> <ul style="list-style-type: none"> • Dave Bowen had offered to collaborate with the practice to improve website and social media communications. It was agreed that he and Jess will arrange a meeting. Dave to let members know when this will happen so that they can notify him of anything they would like discussed. • HealthWatch Medway – Harrison Kidd left at Christmas and Phill Thorne has replaced him as Community Engagement Lead. Jerry and Jenny met him remotely on 24th April and he seemed keen to be involved. He and Jess are to meet via a video call. 	<p>Jess & Dave B</p>
<p>8.</p>	<p>Practice Report Members had received the report prior to the meeting.</p> <p><i>Staffing</i></p> <ul style="list-style-type: none"> • No change in the clinical team. • Deputy Practice Manager, Shivani Patel, has been in post for about a month. • Anna has been appointed as the new mental health nurse. • Christian has been appointed as Social Prescriber; Social prescribing involves helping patients to improve their health, wellbeing and social welfare by connecting them to community services which might be run by the council or a local charity. For example, signposting people who have been diagnosed with dementia to local dementia support groups. The practice is looking to appoint more paramedics. <p>Did Not Attends (DNAs) – March (up from February) 76 nurse consultations 91 blood tests 20 on the day GP consultations 15 Health Care Assistant consultations 7 child Immunisation 1 flu vaccination 3 Saturday nurse or HCA consultations 16 other</p> <p>It was agreed that it is important to get the DNA message into the public domain, so the PG and practice will work to provide a joint statement to be published on the Highparks website and local social media. Statement to include:</p> <ul style="list-style-type: none"> • Appointments can be cancelled on the phone with no need to wait to speak to a receptionist. When requested by the automated system, simply press 0 and follow the instructions. • Highlight missed blood tests <p>Children’s DNAs are followed up. There is some discretion around missed appointments for some patients eg elderly patients or those suffering with dementia.</p> <p>It was agreed that the DNA figures for March should be included in a social media post. Jenny to draft and send to Jess.</p> <p>The practice was asked to provide DNA data for general appointments if possible.</p>	<p>Jenny</p> <p>Jess</p>

The practice actively engages with patients who frequently miss appointments.

Q – Why are appointment text reminders still not being sent?

A – There continues to be a local problem with the system and a fix is being worked on.

Complaints

CONFIDENTIAL MINUTE

STOP-THINK-CHOOSE

This information has been published on the website and social media.

General Update

There was discussion about the volume of new patients expected as a result of new homes being built in the villages. The practice can't refuse patients but work is going on in the background re boundaries, however the Gravesham/Medway border in Higham is causing some difficulties. An additional GP would depend on patient count.

Surgery opening times and appointments – until February, Cliffe was open mainly for specialised clinics.

Re patients' concerns about the use of all four sites, Wainscott and Cliffe are beginning to open for more general appointments.

All sites are open every day (except weekends).

Cliffe and Wainscott close in the afternoon on specific days.

Cliffe is open all day on Mondays and Wainscott is open all day on Tuesdays.

A recent misconception is that there are no doctors on these sites. A doctor is present and completing appointments every morning in Wainscott. Cliffe has limited rooms but is commonly utilised for some of our specialised appointments for example post-natal, women's health or coil GP clinics but, when logistics allow, a GP will be placed there to see patients.

(Dr Ghozlan joined the meeting)

As Cliffe has limited accommodation, a patient's clinical need overrides the location where that patient can be seen,

It was agreed that the opening times information can be shared with the public.

Dave B & Jess

Staff Health and Welfare

Staff welfare continues to be challenged with abuse from patients. The practice operates a zero tolerance policy and, in extreme circumstances, it may de-register patients from the practice.

New website

The practice asked the PG to suggest amendments etc through Dave B who will then liaise with Clare.

Dave B

Urine tests

There was discussion around the recent change of system.

