PATIENT PARTICIPATION GROUP MEETING HELD FRIDAY 1ST MARCH 2019

12. PM AT HORSMANS’S PLACE SURGERY

Present: Dr.MK Bhogal, Kathy Bennett (Practice Manager), Tony Outram (Chair), Linda Gough, David Alexander.

Welcome to New Member; John Cavanagh

Apologies for Absence: Denise Barnett (Administrator Manager), Kristine Tilly, Carol Howard, Eugene Lynch, Angela Ward, Edmund Ward (Angela and Edmund potential new members but unfortunately had a prior engagement).

STAFF

Dr Nicholas B Fernandes (m)

Dr Chatranjan Seehra (m)

Dr Manjit Bhogal (f)

Dr Taljit Seehra (f) Known as Dr Rani to patients)

Dr Akinniyi Solademi (m) GP Registrar

Dr Tetyana Proenca (f) GP Registrar

Dr Haleemat Oladokum GP Registrar (Dr Oladokum will be returning as a Locum potentially permanent).

Kathryn Bennett – Practice Manager

Denise Barnett – Administration Manager

Janet Clipsham –Practice Nurse

Sue Ryan – Practice Nurse

Cheryl Rayner – Practice Nurse (Maternity Leave from end of April – Nurse Victoria to Cover)

Jakki Hart – Practice Nurse

Jackie Boosey – Health Care Assistant

Jackie – Phlebotomist

RECEPTION TEAM – Shirley, Pat, Angela, Wendy, Megan, Michille, Tracy and Yvonne.

MEDICAL SECRETARIES – Frances (Medical Secretary), Louise (IT Administrator)

REGISTRATION AND SCANNING DEPARTMENT – Sheila, Sue E and Kelly work busily behind the scenes

This Practice is a training/teaching practice.

**VISION ONLINE SERVICES/HUB APPOINTMENTS**

With regard to the Vision online appointments three appointments are set aside each day for the emergency 111 appointments. Online appointments can only be booked for your own doctor and not for another doctor at The Practice. Book-on-the-day appointment will not be shown on the screen – patients will need to telephone or visit the surgery for these appointments. Appointments to visit The Nurse will not show on the screen – again these appointments must be made via the telephone or a visit to the surgery.

The health-care-hubs envisaged for the area will incorporate Dartford, Gravesend and Swanley and will deliver basic treatments. Surgeries can book patients into the Hubs. They will deliver basic treatments but will not be in a position to refer, offer blood tests, X-rays, etc. Nor will they be in a position to deal with multiple health issues or conditions such as Diabetes which will be the province of the patients own surgery. These hubs are up and running and appointments are being made for patients directly from Horsmans Place system. The health-care hubs are situated at Temple Hill, White Horse Surgery in Gravesend and The Oaks Surgery in Swanley*.*

The Fleet Healthcare Centre (White Horse Surgery and Walk-in-Centre, Gravesend) Vale Road, DA11 8BZ (0300 0300 000) will remain until 2020. It is then envisaged that an Urgent Care Centre will be available at Darent Valley Hospital.

There is a possibility that an NHS Hub could occupy the old Co-op Building which would include a number of Dartford Practices. However, this would require funding. If the funding is not forthcoming it may become apartments.

**PPG EMAIL/CONTACT LIST**

All members were asked to email their details to Horsmansplace.ppg1@nhs.net to ensure contact is possible with all members.

**NEW APPOINTMENTS PPG**

New member John Cavanagh was welcomed to the group and offered many very useful suggestions particularly with regard to the fabric and works related to the building. Another two new members were unable to attend due to previous engagements. We look forward to seeing them at our next meeting.

**ANY OTHER BUSINESS**

CCTV – This has been discussed in the past and the main difficulty as always is funding. Although CCTV in the Waiting Area is not considered advisable due to privacy of patients.

There is evidence of a very small amount of abusive language and this can prove difficult for staff. The Practice is fortunate not to have encountered violent behaviour to individuals. However, an element of criminal damage to the building has been a problem with this impacting on the funds available to The Practice.

Many patients are very good to The Practice and show their appreciation in many ways.

A suggestion was put forward to consider the viability of installing a glass roof over the entrance to the surgery to keep patients dry while waiting to enter the building in inclement weather. This will be investigated.

Fax machines are being phased out.

Prescriptions are not and will not be available via email due to the enormous work load this would entail. As emails are not monitored 24/7 this would also not be a practical option.

More information regarding NHS Choices would be welcomed.

There are systems in place at the surgery to assist those patients who find administering their medication a problem. Please enquire if required.

Patient Access is available which will allow patients to view most of their records (on-line) once the required ID checks have been carried out. NHS England are now rolling this out as an app to make it easier for smartphone users.

The PPG suggested that the use of advertising on the television screens in the surgery could be a useful way of generating much needed funds for The Practice. This will be investigated.

PPG members were asked if they could assist with asking patients to complete The Friends and Family Questionnaires.

DNA – The figure for DNAs for December 2018 was 48 – January 2019 were also 48. Thank you to all those patients who assisted in bringing these figures down. This enables others to access much needed appointments.

Thank you to all those in attendance.

Meeting closed at 1.15pm