

Rowan Tree Surgery Patient Participation Group

Meeting on Wednesday 4th November 2015

Tony Colwell (Chair)(TC)
Hazel Nightingale (HN)
Penny Hall (PH)
Susan Rose (SR)
Charles Neve(CN)
Sandra Neve (SN)
Jan Tan (JT)

In Attendance
Denise Netherton
(DN)(PracticeManager)
Dr Angel (JA)

Apologies
Keven Brown
Denise Watts

1. PPG Newsletter Autumn 2015

Charles handed out the PPG Newsletter Autumn 2015 'hot off the press'. He summarised the following points in the newsletter:

- The PPG organized the well being walk at Hargate Forest which was poorly attended. Now that the weather is declining it is unlikely that further walks would be organised until the weather improves. It is not certain who will organise future walks.
- The number of "Did Not Attend" appointments at the surgery is staggering with 774 missed appointments so far this year. This deprives others in need of appointments. Reception staff are sometimes abused because of no available appointments.
- The PPG agreed that this is not sustainable and is unnecessary cost and an abuse of the NHS, given that reminders of appointments are sent to patients by text a few days prior to their appointments.
- The new winter campaign, Pharmacy First and Common Ailments Scheme, encourages people to treat winter ailments themselves and seek advice from the pharmacist and the Common Ailments Scheme to reduce unnecessary visits to the GP and A&E.

The PPG commended Charles for producing the Newsletter and for communicating strongly in the newsletter that missed appointments at the surgery is disgraceful and could be avoided by just cancelling the appointment when not required.

2. Matters Arising from Minutes of Meeting held on 8 September

- a) Talk given by Kent and Sussex Fire Rescue was poorly attended (only attended by the PPG). This is disappointing, especially when a lot of effort was made to promote it within the Community. It was agreed that in future the virtual group would be invited to comment on a suggested list of health issues talks that they would be interested to attend. In addition to this, reaching out to the local community would be done via the manager at Number One Trust.
- b) Denise passed round the detailed assessment of the lighting outside the surgery produced by Tunbridge Wells Borough Council (TWBC). DN to clarify with TWBC the street light, between Number One cafe and the library entrance, shown on their drawing as existing which is incorrect. Progress on the street lighting implementation needs to be monitored as this has been slow despite persistent reminders by Tony to the Council.
- c) External decoration to the surgery has started. Work will involve repairs to the ceiling of the walkway, signage and painting.

6 Surgery Update

- a) The surgery is still looking for a doctor partner. This is proving hard to find. The surgery will continue to use locums who have previously worked at the surgery.

	Action
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- b) Flavia was a locum working with the surgery during the pilot for an advanced nurse practitioner. Flavia had a long commute and as the pilot has been extended was replaced by Sophie on 2 November. (Flavia left 30 Oct)
- c) The feedback from patients on using the advanced nurse practitioner (ANP) is as follows:
 - Patients are happy to see the ANP. (Most feedback comments were good)
 - The triage on telephone appointments with the ANP did not work and now only direct appointments are made with the ANP.
 - Replacing a doctor with an ANP has increased the work load of existing doctors because the ANP does not sign off repeat prescription and carry out home visits.
- d) Dr Angel indicated that the role and working hours of the ANP would be reduced, concentrating only on face to face appointments with patients.
- e) Refurbishment of the surgery would be going ahead and this would be disruptive. Start date has not been set yet.
- f) The surgery will be implementing new software to help with shared care for patients who have been offered and accepted a care plan due to their medical history. Information will be made to patients on this scheme.
- g) The Quality team from the West Kent Clinical Commissioning Group (CCG), at the invitation of the practice, visited the surgery in September. It was highlighted that the surgery notice boards displayed nothing about the PPG.
- h) It was agreed that the up to date PPG newsletter would be pinned on the existing surgery notice boards but upon completion of the surgery refurbishment, a dedicated PPG notice board would be available to use to promote the PPG activities and information.
- i) The PPG has approximately £150 in its kitty from the sales of books in the surgery. It was agreed to use the money to buy chairs with arms for elderly patients in the waiting room.

DN
PH
TC

7 AOB

Penny indicated that she may be able to arrange a couple of talks next year, one from MIND (mental health) and the other from St Johns Ambulance (cardiopulmonary resuscitation (CPR) and First Aid).

Next meeting: Tony to notify PPG members of the date of next meeting in January 2016

There being no further business, the meeting closed at 8.29pm