

Minutes of the PPG Meeting Monday 21st January 2019

Present Michael Bone, Mary Ovens, Arlene Hansell, Patricia Williams, Peter Williams, Andrew Stanley, Winsome Mapp, Len Alfieri, Lyn Fitzjohn, Claire Jackaman Sarah Baker

Chair: Michael Bone

Minute Taker: Sarah Baker

Introduction: Claire Jackaman was welcomed to the group

Apologies: Dr Whillier Brenda Finch

Minutes of the last meeting

Agreed

Matters Arising.

Social prescribing audit discussed-Sarah advised these have not been coded and will ask the secretaries to ensure all are coded and will run the audit in 6 months' time.

Confidentiality-Claire expressed concerns. Claire had asked for a doctor's appointment and gave the reason for the appointment as "results" at which time the receptionist offered to give her the results at reception. Sarah advised all receptionists are trained to signpost patients effectively and if the patient was happy to hear the results were normal and no further doctor appointment was required then the signposting would have been successful. **Sarah will remind all staff to ensure the patient is happy to hear the results in the reception area.** Patients can always request to move to a more confidential environment.

Results-It was questioned whether patients could have copies of their results. Sarah advised it used to be the receptionist had to ask the doctor's permission before handing them over however since the introduction of Patient Access patients can see their results online so the doctor's permission is no longer necessary. **Sarah will remind all staff.**

Mobile podiatry unit. Sarah could not find any details regarding this in Paddock Wood. This service is offered in Maidstone. **Patricia will make some further investigations when she is next at Tonbridge Cottage Hospital.**

Woodlands Update.

Natasha Gilani has settled in well. We are still looking to secure a further partner/ salaried GP. We have potentially two interested GPs and if they both accept the offers they both will be employed. The partners are happy to be over doctored for

a while bearing in mind the new housing developments being built in Paddock Wood. Work force forward planning is in place.

We were hoping Dr Sharon James, who is currently looking after Dr Shaikh's patients, would be a long term locum for us until a permanent replacement could be found however she has been offered a job in Sri Lanka which she has accepted. Dr Marwa Gibril will now be temporarily looking after Dr Shaikh's patients until a replacement can be found.

Dr Turner is on maternity leave and her patients are being looked after by Dr Mackey until April when Dr Neil Arnott takes over.

Andrew Stanley previously asked if Sarah could put on the website what screenings and immunisations patients are entitled to on the website. These change fairly regularly so Sarah has put a link to NHS Choices to the website who employ people whose sole job is to ensure the information is up to date.

Sarah spoke to a patient who had received a phone call from a person who purported to be ringing from Woodlands. He was asked some very intimate questions and was then asked to attend the surgery for an appointment in 20 minutes time. No phone call was made from the surgery to this patient and no appointment had been made. Was it a ruse to get the patient out of the house? Burglary? Patients to be aware and if any suspicions are aroused to ring the surgery to confirm an appointment has been made.

Social Prescribing Audit-already discussed

Mobile Podiatry unit-already discussed

No suggestions in the suggestions box.

AOB

Arlene asked about Peabody, the service that provides eligible people with reduced cost handyman services. Sarah had spoken to them and asked for some marketing material but this has not materialised. **Andrew Stanley has some details and will forward them to Sarah**

Len recently attended Borough Green Medical Practice and noticed they had a television advertising various services and asked if Woodlands could buy one. Sarah advised they are expensive and partners previously had rejected the idea but **Sarah will put it again on the next partner's meeting agenda.**

Claire asked if Woodlands hold any special clinics for obese patients. Sarah advised last year all those with a BMI of over 40 were invited to attend a weight loss programme. From memory Sarah advised about 300 patients were invited of which 10 took up the offer. This year approximately the same number of patients were

invited of which around 30-40 accepted the invitation. A discussion between the relationship of obesity and diabetes type 2 ensued.

Sarah was asked if the notice with the date of the next PPG meeting could be reinstated, **Sarah to action**

Dates of next meetings;

Thursday 21st March 2019

Monday 20th May 2019-AGM