



NORTHDOWN SURGERY

PATIENT PARTICIPATION GROUP

Meeting held 20th October 2021

Attendees:

Patients: JD (Chairman, patient), AD (Secretary, patient), CK, DJ, BB, HK, SM, TN, DD, PR

Surgery staff: Dr Geevarghese (GP), Dr Dharmasena (GP), Dr Ashwani Peshen (GP), Miss Ruby Watson (Reception Manager), Louise Dobbyn (Deputy Practice Manager), Toni Miles (ICT Admin)

Apologies: RN, LS

1. Welcome, Introductions and Apologies for absence

The meeting was opened by JD who welcomed everybody and introduced the surgery members present at the meeting.

2. Minutes of the Last Meeting

There were no matters arising

3. Officer's report

Throughout Covid restrictions, the Chairman and retired vice-chairman (George Treloar) had attended some virtual meetings with the Clinical Commissioning Group (CCG). Points of note were:

- a) Primary care had worked extremely well in rolling vaccinations to our care home clients.
- b) A new medical record keeping system being rolled out throughout Kent – more information to follow at a later date. SN highlighted concerns over the problems that Virgin Care had previously had.
- c) Bill Miller who is the Director of Primary Care, is establishing a new apprenticeship in the Primary Medical Service.

- d) Some concerns raised at one of the meetings regarding surgeries becoming too big and losing continuity of care and not seeing the same GP.

4. Practice Manager's Report Highlights

(complete report attached to minutes)

The last 19 months for those that work in Primary Care have been unprecedented, not to mention exhausting and as you can imagine, we are all pretty worn out at this point. Contrary to what the media reports, we have never stopped offering face to face appointments through the whole pandemic and we believe that we were the only Practice in the area to open their doors to the public on 17th March 21. We have additionally offered video consultations and telephone consultations along with Econsult.

We have also been rather busy administering Covid vaccinations, both at St Peters and Saga within our Primary Care Network (PCN) and have given 150,021 vaccines in total, 68,024 first doses, 66,526 second doses and 15,471 boosters (at date of meeting) and staff have given up much needed days off and weekends to vaccinate, mix, code and book patients in.

We appreciate it is difficult to get through on the telephone but it is certainly not because we are not answering and we looking to replace our current telephone system as soon as possible.

There have been a total of 948 missed appointments so far this year – all of this could have been used by other patients, had they been cancelled

5. Election of Officers

We currently have vacancies for both Chairman, Vice Chairman, Secretary and Assistant Secretary positions. Despite advertising over the last 18 months, no applications for these roles had been received, with the exception of Secretary where one nomination (AD) had been received, therefore the following were elected

JD – Chairman and patient (re-elected)

Proposed by AD (patient) and seconded by TM (Surgery)

AD – Secretary and patient

Proposed by JD (patient) and seconded by HK (patient)

The above officers were elected and efforts would continue to try to recruit vice-chairman and assistant secretary roles.

6. Any Other Business

- a) Lease of surgery premises** - Dr Peshen addressed the meeting and said that the lease runs out at the surgery premises in 2 years and the building could not be altered and will not be fit for purpose or bit enough. We have to make a decision to relocate the surgery and numerous options are being looked into. Whilst looking at options, discussions will be held with local bus operators. SN advised attendees of the Voluntary Carers support in Deal offering a taxi service and other services in Thanet.
- b) E-consult** – Dr Peshen explained that there is an e-consult option on our website which has been extremely useful for patients during Covid and it is planned to extend this service and we are currently awaiting technology hardware to enable his system to be used further.
- c) Clinical staff at surgery** – Dr Peshen said that are extremely lucky to have 5 GPs, 3 Paramedic Practitioners, and currently 1 Advanced Nurse Practitioner as our other ANP has recently gone to work at the Pilgrims Hospice) as other surgeries were struggling to maintain numbers of clinical staff (see post meeting update at end of minutes).
- d) Volunteers needed at Vaccine centre** – Volunteers are needed at the Saga centre and if patients are interested, please let Receptions. The Saga centre is in service now and very well run with walk in days being Tuesdays, Thursdays and Saturdays.
- e) Pre-bookable appointments** – it is hoped, from January to be able to offer more pre-bookable appointments for 2-3 weeks ahead and it is envisaged that, if patients want to book pre-book appointments, they ring after 11am thereby freeing the extremely busy lines at 8am when people are trying to get through as they need urgent or on the day appointments.
- f) PPG – moving forward** – JD said that the PPG intend to run a survey in the coming months, to see what the patients would like to see happening in the PPG and future topics of interest to try to increase physical attendance at these meetings. She will also contact the National Association of Patient Participation Groups (NAPP) for suggestions to raise attendance at meetings etc.
- g) Presentations during future PPG meetings** –
 - a.** Some suggestions regarding asking the Red Cross etc to attend as one of the attendees had had to resuscitate

somebody and thought it might be good to offer/highlight available CPR training

- b.** MS Centre (charity) in Canterbury offer many services and could be invited to give a presentation. Secretary will leave cards and leaflets at Reception.
- c.** There being no other business, the meeting closed at 19.46

7. Proposed date of next meeting

Wednesday, 12th January 2022 at 6.30p.m.

Post meeting update regarding GP numbers in Thanet

Dr Peshen has received figures stating that the number of GPs in Thanet has now reduced from 81 a few years ago, to 51 currently to cover all Thanet surgeries and it is envisaged that the numbers will reduce still further to 37 with retirements and other reasons due etc.

[Practice Manager Report Oct 21.pdf in full](#)