

Patient Participation Group
Oaklands Surgery, Stade Street, Hythe, Kent
Monday 2nd December 24 at 1.00pm

Minutes

(Actions in bold italics)

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| Attendees | [Chair] Caroline Armstrong CA Penny Snow PS [Oaklands Deputy Practice Manager] Yvonne Savage YS Barbara Moscrop BM Karen Byrne KB Claire Hewson CHe (Oaklands Practice Manager) |
| Apologies | Claire Field CF Carol Honey CHO Gill Bond GB |
| Welcome new Member | Karen Byrne was welcomed as a new member of the PPG and she told the group a little about herself. |
| Minutes and matters arising | <p><i>The following action updates were noted:</i></p> <ol style="list-style-type: none"> <i>1. Downstairs toilet – The cleaners are now gradually removing the lime scale from the floor in the ladies downstairs toilet. This will be monitored by Penny. Also the weeds have been cut back by the front door – PS will ensure regular removal/maintenance of this area – CLOSED</i> <i>2. Noticeboards –Work on the noticeboard display will be reviewed via the new Teamnet system which incorporates information on TV the screens. This will avoid the need for so many pieces of paper cluttering up the boards – CLOSED.</i> <i>3. CA asked if any information leaflets were handed out in the flu clinics but they weren't which was disappointing.</i> |
| Communication leaflet | <p>PS updated the group with the decision by the Partners that they did not want to spend any budget to get a communication leaflet in the Sandgate & Hythe Magazine.</p> <p>Instead, it's suggested that an article will be written for the bi-monthly Hythe Parish Review.</p> <p>CA questioned how many residents this would reach as it's £1 in paper form and available online. CA stated that it has always been the PPG's aim to communicate information and services about the Surgery to as many people as possible in the town.</p> <p>CA & BM said they were disappointed that the work the PPG had done so far to get the communication leaflet finalized and put to the partners had been put aside. PS said the leaflet content may be used in future in the Parish magazine but as the framework of the</p> |

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| | <p>surgery changes rapidly, it was felt these would become outdated quickly.</p> <p>CA felt it would be hard for the PPG to write a 'current' article as we are patients and don't know enough about the events in the surgery to write what is required.</p> <p>KB suggested that one member of the PPG maybe able to liaise with PS to write such an article and PS suggested as an example that a member of the PPG could 'interview' a new doctor and write a short article about them.</p> <p>KB added that she would be happy to undertake this role but it would be on the understanding that any article wouldn't have to then go to the PPG members for agreement but just to the partners. As this is the way the Surgery would like to proceed, CA would like more members of the PPG to agree at the next meeting. – Action at next meeting</p> |
| <p>Surgery Update and introduction to new staff members</p> | <p>PS gave the following summary: The following staff changes were noted: Monica Brazier has left and her QoF post has been taken by Natalie Gear. Lisa Willard is the new workflow lead. The ANP (Advanced Nurse Practitioner), Diane Harding has left and the diabetic nurse, Cheryl Hambrook will leave on 22/1/25. A new ANP, Kate White (joining March 2025), and Practice Nursing associate, Ella Spilling, have been recruited. 2 new care navigators have been recruited and are currently undergoing training. A further GP assistant role is being advertised. As the finance work has now moved over to CHe, PS has taken over a lot of her work. They will seek to appoint someone to support their roles soon. Dr Harvey is now accredited as the educational supervisor for the surgery. There is a new ST1 (specialist) and a new FY2 (foundation) trainee doctors now with Oaklands.</p> <p>Dr Chandrakumar will retire on 16th December 2024. Dr Harvey will now undertake the minor surgeries.</p> <p>Tom Boreham – the new Practice Paramedic has expressed an interest in promoting the surgery and a coffee morning was suggested. The PPG will support him in whatever way they can. Tom is also the Armed Forces Veteran Friendly clinician.</p> <p>A mop up Covid clinic will be held on 14th December.</p> <p>A new intranet called 'Teamnet' is to be introduced for the staff which will have all the surgery policies, staff training, HR details and leave etc loaded onto it. The launch of this needs to be undertaken and time constraints mean that it hasn't yet been done. PS has a member of her team who is willing to help with this so it should be started soon.</p> |
| <p>Update from PCN PPG-CA</p> | <p>There is no update as only CA was able to attend the last meeting so</p> |

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| | it was cancelled. |
| East Kent Hospitals Patient Portal | CA mentioned this new NHS app where patients can see their hospital appointments and letters. It can be accessed with the NHS log in details. PS will advise the surgery staff. |
| PPG Handbook | CA advised that the PPG handbook which was put together 2 years ago will now need review. She will begin this and report any changes at the next meeting. – Action at next meeting |
| AOB | <p>ClaireHe joined the group towards the end and apologized that she hasn't been present at recent meetings. This is mainly due to the Finance work she is now undertaking. The group mentioned our earlier discussion around the communication leaflets. YS stated that she felt all the time spent by the group working towards our goal of communicating services to the patients wasn't being used well.</p> <p>KB asked if having a PPG was just a tick exercise and asked CHE & PS if the PPG was valued. Also if 1pm was the best time to hold the meeting as this was staff lunch hour.</p> <p>CA said she felt very demoralized and that our work so far has been wasted.</p> <p>CHe apologized and will feed the groups comments back to the Partners.</p> |
| Date of the next meeting | CA asked if going back to monthly meetings would be better and PS agreed. The next meeting will be held on Monday 20 th January 2025 at 1.00 pm. |