

Patient Participation Group
Oaklands Surgery, Stade Street, Hythe, Kent
Monday 30th September 24 at 1.00pm

Minutes

(Actions in bold italics)

Attendees	[Chair] Caroline Armstrong CA Penny Snow PS [Oaklands PA] Gill Bond GB
Apologies	Claire Hewson CHE [Oaklands Practice Manager] Louise Thorgrimson LT Yvonne Savage YS Barbara Moscrop BM Claire Field CF Carol Honey CH
Minutes and matters arising	<p><i>The following action updates were noted:</i></p> <ol style="list-style-type: none"> <i>1. Downstairs toilet – CA pointed out that the ladies downstairs floor remains in an unhygienic state due to lime scale and requires deep cleaning. PS agreed to discuss with the cleaning company. Also the weeds have grown back by the front door – PS will ensure regular removal/maintenance of this area – carry forward.</i> <i>2. Noticeboards –Work on the noticeboard display had stalled again and GB noted that there are also multiple NHS app posters. PS will action the removal and the new senior care navigator (Devon May) will undertake a review - carry forward.</i> <i>3. CA advised PS that page 15 re PPG coffee morning is still in the new patient pack. PS advised that the whole patient handbook hardcopy was being removed from the website and only used if someone isn't online. She will action removal from there - close.</i>
Surgery Update and introduction to new staff members	<p>PS gave the following summary:</p> <p>The following staff changes were noted: Four care navigators had resigned recently due to the job not meeting their expectations. However, 4 new care navigators (3 full time & 1 part time) have been recruited from various backgrounds and are currently undergoing training. One has been recruited from NHS 111.</p>

	<p>Dr Chandrakumar will retire on 17th December 2024. A new salaried doctor has started today, Dr Laetitia Clarke, and she will mirror Dr Chandrakuma’s days (M,Tu Th).</p> <p>Dr Bala (Works Fr) and Dr Harvey (W, Th Fr) will remain as partners.</p> <p>Dr Swann will become a permanent salaried doctor from 1/10/24 and works Tu, W F. Dr Limbu is also salaried and works M T W Th. Dr Banik remains as a locum.</p> <p>A new Practice Paramedic has been recruited – Tom Boreham. He will work with Ben, the current Paramedic. The prescription clerk is leaving and her position has been filled by a current senior Care Navigator and this position will need filling.</p> <p>The finance work has now moved over to CH who mainly works from home. PS has taken over more work from CH. PS is also going to attend an HR course in the near future.</p> <p>Oaklands are currently undertaking 4 clinics – Covid, Flu, Shingles and RSV (Respiratory Syncytial Virus). 4000 Flu clinic invites to Oaklands patients have been sent out for the clinics over this coming weekend. Some 18000 Covid invites have gone out to PCN patients and appointments are currently being booked up to 2nd November. The first clinic is 6th October. CA mentioned that Kim Lee at the PCN was looking into a new leaflet handout advising of PCN services. PS will contact her to discuss handing these out at the Covid clinics.</p>
<p>Leaflet for the Sandgate & Hythe magazine</p>	<p>The design of the leaflet to be published in the Sandgate & Hythe Booklet has been done by CA & GB. PS will discuss this at the next partners meeting and feed back to CA.</p>
<p>Update from PCN PPG-CA</p>	<p>All websites across the PCN are being redesigned as they are all considered to be inadequate. Once they are up and running they will be managed by each surgery – CA asked PS who will managed Oaklands site as the PPG minutes will need adding - PS will check with CH.</p> <p>The Telehealth Pilot (remote qualifying patient monitoring of BP, temperature etc) has been a great success and is to be rolled out across more NHS areas. The positive result has been due to patients feeling cared for and this has led to fewer calls to surgeries overall.</p> <p>The PCN will publish a monthly newsletter going forward to keep the PPG members informed of new developments.</p>

AOB	PS advised that a new staff intranet is to be launched in Oaklands called Team Net. This will hold all policies, staff/HR details, training etc . This all needs to be loaded up before launch.
Date of the next meeting	The next meeting will be held on Monday 2 nd December at 1.00 pm.