

Patient Reference Group (PRG) Meeting

Tuesday 4th September 2018 at Thornhills Medical Practice

Meeting Minutes

Attendees

PRG:

Norman Booth, Susan Booth, Susan Byrne, Ted Dain, Mark Francis, Christine Lee, Jane Weekes, Trevor Weekes, Rosemary Whitehead, Gwen Thomas.

Practice:

Andre D'Costa - GP and Partner, Julie Gorner - Practice Manager, Pamela Lake - Assistant Manager

Apologies:

Ann Brine, Cheryl Clennett, Iris Davis, Mark Francis, Marilyn Grantham, Amanda Henry, Ken Graves, Pat Graves, Barbara Monger, David Nunn, Jo-Linda Putman, Jill True

1. Welcome and Introductions

The meeting was opened with a warm welcome to everyone and introductions were made for Dr Andre D'Costa. An apology from the Practice was given for the cancellation of the meeting arranged for the 7th August 2018 due to the extreme weather conditions. It was agreed by all that this was a most welcome decision.

2. Staff Updates at Thornhills

Doctors:

The Practice welcomes a new Partner, Dr Abimbola Dada, who starts in October 2018. Dr Dada will work 7 sessions per week across Monday, Tuesday Wednesday and Friday.

Nurse Practitioner:

Marie Morgan, left in July 2018

Nursing Team:

Claire Russell, Practice Nurse is leaving in November 2018

Dee Schwarz, Practice Nurse is leaving in October 2018

Teresa Grundy, HCA left in May 2018.

A review of the practice / patient needs is currently underway with regards to recruitment of the nursing team.

3. Update on Minor Improvement Grant (MIG) 18/19

Further to the proposal for the MIG that the practice had shared with the PRG for their approval back in July 2018, the practice advised that unfortunately we had received notification from the primary care team that the practice had not been successful for being progressed to the next stage. The practice was very disappointed with this

outcome and did challenge the decision, however this was not accepted and they were informed the shortlisting had been based on owner occupied practices only. The practice is exploring other options for funding, however not immediately due to other essential current projects going on.

4. **Clinical Pharmacist in General Practice Programme**

The practice is taking part in this 3 year initiative with West Kent CCG to jointly fund the placement of a clinical pharmacist in practices. The clinical pharmacist will be practice based for the duration of the scheme and in some cases will be based at more than one practice. Thornhills Medical Practice has been allocated a Senior Clinical Pharmacist who will also be working at Aylesford practice. Dr D'Costa will be their appointed supervisor. Feedback from practices involved in this initiative suggests that by employing a clinical pharmacist, many practices have been able to reduce waiting times for appointments, increase access to healthcare, improve screenings and diagnosis of chronic and common ailments, reduce A&E admissions and attendances and reduce medicines wastage and overuse. As managing prescriptions and prescribing (where suitably qualified) makes up a significant part of practices' daily workload, the pharmacists will play an important part in these processes which will include:

- Medicines reconciliation hence improving transfer of care upon discharge and improving communication between the health and social care professionals involved in the patient's care.
- Repeat prescription reviews with a focus on vulnerable patients such as those with polypharmacy issues, frail elderly.
- Developing and monitoring of practices' adherence to a repeat prescription policy.
- Managing medicines shortage issues.

Pharmacists can hold minor ailment clinics, freeing up GP appointments and time. They can also be responsible for all prescription-related queries and clinical medicine reviews can be handed over from GP's to the pharmacist. The above examples of what a Clinical Pharmacist can provide a practice may be tailored to suit local needs e.g. Cluster needs.

5. **Improved Access 8am to 8pm**

This is being introduced from 1st October 2018 as part of the General Practice Forward View plan, so that by 2020 everyone will have improved access to GP services including sufficient routine appointments at evenings and weekends to meet locally determined demand, alongside effective access to out of hours and urgent care services. Improved Access will supersede the current extended hours offered by the practice.

The contract is held by West Kent Health Ltd Federation and the service will be delivered by practices within their cluster group. Thornhills Medical Practice is part of the Malling cluster which also includes West Malling Practice, Snodland Medical Practice, Wateringbury Practice and Phoenix Practice.

Patients will be able to access routine pre-booked appointments at any of the participating cluster practice sites on certain days between 6.30pm and 8pm Monday to Friday and on Saturday mornings. Some practices will also be opening for early morning appointments. Unfortunately Wateringbury and Phoenix practices will not be providing the service however their patients will still be able to access the other 3 practices for this service.

Appointments can be booked from any site and NHS 111 will also have access to a limited number on each day. The practices will not be open during these times for any other services. The Federation will be responsible for providing access on Sundays and Bank Holidays from a central hub based in the area. The scheme will include an integrated computer system that all surgeries will be able to access.

6. Care Navigation

Supported by the CCG, practices across West Kent have embarked on specialist reception training designed to help them signpost patients directly to the services that can help them most quickly. This is called Care Navigation. This is being rolled out across the country, with some counties reporting excellent results. The training was led by the pioneering West Wakefield team that have been successfully care navigating in their area for 2 years and included their learning outcomes and improvements. The aim of this training is to gain more time for GP's to care for patients with more complex or serious conditions only managed by GP's and also ensure that patients are directed to the service that is most suitable for their requirements without wasted appointments with GP's.

Practice management teams and Care Services from West Kent were heavily involved in the initial planning stages and choose 6 local self-referral services that met the most diverse and useful criteria to help patients. The services chosen were:

- **Pharmacy First** – A service that patients can use for minor ailments and medication
- **Think Action** – Counselling
- **Age Well Kent** - Support for the over 50's across many services and help agencies
- **Live Well Kent** - Mental health support
- **One You Kent** – Personal, social help including weight management, smoking cessation
- **Health and Social care Co-ordinators** - help patients and carers manage a multiple health and social care needs, including benefits and home support.

To encourage participation and co-operation from patients Dr Gilmore has recorded a telephone message which briefly explains what Care Navigation is and that the receptionist will ask for a brief outline of the nature of the call and the reasons for doing so.

Receptionists will not offer medical advice or triage patients. The team have access to up to date information about each service, they can see 'red flag' symptoms and the limitations of each service. They will know when the alternative services are inappropriate and direct patients to a GP. Each referral is noted and patients will be made aware that at any time they may return or contact the surgery if symptoms persist or they require further assistance should they accept signposting advice.

The practice website contains links to all of the information that the team access. The information is live and very importantly updated regularly to keep all information relevant. Care Navigation is heavily featured on the surgery television and there are lots of posters around the surgery. It is likely that in 2019 further services will be added to the collection.

It was discussed that this is a new venture and can be adjusted over time to suit the needs of our patients. The Reception team were initially nervous asking questions

however they have embraced Care Navigation and already there have been some very successful signposting referrals, the initial feedback is good.

It was agreed that a feature regarding Care Navigation would be placed in the local InTouch magazine and posters could be placed in the community by PRG members. The practice has asked the CCG to support the training with media advertising however to date they have not received any response to this.

7. Flu Clinics

Dates for the 2018 flu clinics have been arranged for:

Saturday 29th September 2018

Saturday 13th October 2018

Saturday 27th September 2018

These are the usual walk-in clinics and no appointments are necessary. The group were informed that this year patients under 65 would be offered a different vaccine to those aged 65 and over. The Practice has been holding clinics for those patients that qualify for shingles and pneumonia during July and August to alleviate pressure on the flu clinics. PRG members volunteered to assist and these will be notified if required.

8. AOB

Improved Phlebotomy Service

The Practice was pleased to announce that starting from 1st October 2018 the practice would be offering an increased number of phlebotomy clinics at the surgery. Patients will now have access to a phlebotomy service 5 days per week. The new service will be provided by phlebotomists from Maidstone and Tunbridge Wells Hospital who will be based at the surgery. All patients requiring blood tests will be booked into these clinics. The service will deal with patients of all ages and any complex patients will be referred directly to Maidstone hospital if the team experience problems taking samples from them.

Local Care Hubs

The PRG were given a copy of a letter entitled 'Potential Local Care Hubs in West Kent' from Ian Ayres of the CCG who specifically requested that the letter was cascaded to PRG committees. The letter explains the plan for exploring establishing three 'main hubs' in Maidstone, Tonbridge and Sevenoaks area and the possibility of two further 'mini-hubs' in the Weald of Kent and Aylesford areas. This is to provide a wealth of accessible services for local people within a 30 minute drive at non-peak times and 45 minutes using public transport. The practice will attach a copy of the letter to these minutes for future reference.

9. Next Meeting

It is anticipated that the next meeting may be in November 2018.

The meeting closed at 8pm