

# The Heron Medical Practice



Minutes of the Meeting 10<sup>th</sup> July 2019

## Present

Dr Robin Ho – GP Partner  
Helen Sutton – Business Manager  
Clare Abbatt – Practice Manager  
Claire Sears – Operations Manager  
Theresa Campbell - PPG  
Bill Burnett – PPG  
Kim Holden – PPG  
Margaret Cornell - PPG  
Carol Chance – PPG  
Gary Greenwood– Observer  
Carol – Observer  
Crystal U - Pharmacist

## Apologies:

Kerry Dickinson – Reception Supervisor  
David Surridge – PPG

## Matters Arising

- Leaflets/Noticeboard

A meeting was held last week between Theresa, Kim, Kerry and Debbie to discuss the leaflets for the surgery reception area. Another meeting has been arranged for next week. The plan is to target the leaflets e.g. flu clinics to ensure that we get information out early to raise awareness for our chosen target populations, with the idea being that we would change the target audience every two months.

The same group will look at contacting the supplier of the current practice leaflets with a view to stopping inappropriate leaflets.

**Action Theresa**

- Air Ambulance

Helen could not find any information to suggest that the NHS uses a private air ambulance in addition to the one that is run by a charity.

- 72 hour prescription turnaround

Theresa felt that this should be made clear on our website and in the PPG newsletter.

Please note that after the meeting Helen checked our website and can confirm that it is already on there as shown:

1. Please allow **three** working days for your prescription to be processed.
2. If you have more than one repeat prescription please try and order all your items together
3. Clearly indicate **where** you would like the prescription form sent to on the repeat prescription request form. We can send your prescription to one of the following nominated chemists:
  - Delmergate, 145 Reculver Road
  - Bornos, 159 Station Road
  - Boots, 161a Station Road
  - Boots, 116 Mortimer Street
  - Lloyds Pharmacy, 91 Sea Street
  - Delmergate, Broomfield Road
  - Park Pharmacy, King's Road
  - Holborn Pharmacy, Greater London
  - Sainsburys, Whitstable
  - Delmergate, 269 Reculver Road



We can also send your prescription to your home address, but remember to enclose a stamped addressed envelope. Alternatively, you can collect your prescription form from the surgery.

1. Either deliver or post your repeat prescription request form to the surgery.
2. If you are receiving any medication, which is not on your request form, please add this clearly on a request slip and this may be added after verification with the doctor. **NB: This may take longer than 3 working days.**

A comment needs to be added re time after it gets to the chemist for them to process – **Action Helen**

This can be added to the next newsletter.

**Action Helen**

- PPG Training for showing patients how to take their own pulse

Crystal shared with the group that she was planning on doing a project that had already been piloted in another area, by training up volunteers to show other patients how to take their own pulse with the idea of capturing more patients early with AF to prevent stroke. Bill, Theresa, Kim and Gary said they would be interested. Crystal to contact the four to discuss further.

**Action Crystal**

- The Closure of William Street – Patient Survey

Helen thanked the volunteers for helping distribute the surveys to patients.

- Terms of Reference

## Herne Bay Network

The previous Herne Bay Network meeting was cancelled at short notice as the main speaker – Dr Jeremy Carter had not been able to attend due to unforeseen circumstances. Theresa expressed her dissatisfaction at the time to Helen. Theresa then explained to the group that in addition to this she had contacted Caroline Selkirk – MD of the CCG to express her dissatisfaction and that she had felt that the patients group was not being consulted about the network. Helen was then contacted by the CCG to give an explanation.

A meeting for the joint PPGs has been arranged for next Thursday 6pm 18<sup>th</sup> July 2019 at the MIU. Theresa expressed her dissatisfaction at the lack of choice over the meeting date, but confirmed that she could attend.

## Staffing

Practice Nurse – Chloe Reid and Jessica Spice start in August 2019

Phlebotomist – Anita Allen started in July 2019

Receptionist - Amy Kavanagh started in July 2019

Medical Record Summarisers – Kellie Wells and Maria Joiner started in July 2019

Harry Robertson – Clinical Coder left us in July to progress his career.

## Governance

Clare handed round papers to show graphical summaries on patient complaints as well as anonymised complaints in detail for discussion. Theresa asked if this could include actions taken by the Practice. This was agreed. **Action Clare**

Helen described the governance report which is compiled by Jenna which she felt might be useful for the group. This is produced every quarter. Helen agreed to share with group. **Action Helen**

## AGM

The AGM has been arranged for 17<sup>th</sup> September 2019 13:30 at Christ Church Christian Centre in Herne Bay.

This will be used to vote in members for the new committee. Each member to write a short statement on themselves so that we can put this in the newsletter for all patients.

Sadly, Carol stated that she would be stepping down from the committee for personal reasons. Helen thanked her for all her dedication and contributions she had made to the group and to the practice.

Bill also stated that he was considering the possibility of stepping down and would let us know in the near future.

The planning and report team for the new premises when they consulted with the PPG asked if they could come to the AGM, to present their up to date plans/ findings/report. Helen would check this. **Helen to action**

## Improvement Action Plan

Helen to share patient survey results with group (done).

Theresa asked if we had a 5 year plan, Helen said that the practice had a business plan and would look to see if it was relevant to share with the group.

**Action Helen**

## Close of William Street Surgery

Theresa asked about the results of the Close of William Street patient survey that was part of the business plan. Helen has received a draft business plan and will look into that document to find the relevant section to share with the group

**Action Helen**

## Noticeboard

The noticeboard has been up for a while and there is very little on it – It was agreed that this would be part of the ‘Leaflets’ project. **Action Theresa**

Any other business

- Newsletter

The next newsletter needs to be out by the end of July to promote the AGM and should include the agenda for the AGM:

- Voting for the committee
- What we do as a PPG
- What we have done to improve services for patients
- Action plan for the next year

Also information on the building plans in the newsletter and networks

**Action Theresa**

1. Date and Time of Next Meeting

Wednesday 16<sup>th</sup> October 2019 1:30pm at Beltinge Surgery