

Minutes of Summerhill Surgery
Patient Group Meeting
Friday 6th February 2015
at St. Marks Church Hall, Ramsgate

Those present:

Lisa Hardaker, Practice Manager
Janet Jarman Admin
Albert Holness
Peter Richardson
Bernice Farnan
Christina Hoult
Anne Shilling
Mary Parker
GursharanjitDaheley

Apologies for absence:

Jane Rowland
S Duffey

Lisa started the meeting by outlining the building improvements that have taken place at the surgery since our last meeting. Half of the loft space has been made into a large room which will be used for the storage of all the patient paper notes. Stairs have been put in to access this area. A new disabled toilet has been built in the corridor and we are awaiting the sliding doors for this area. The small HCA room and the old disabled toilet have been knocked through into one room to create a larger HCA room. New flooring has been put down in the corridor and this will also extend into the Reception area in the next week or so. A new open Reception desk has been put in, replacing the closed in glass area that we had previously. The benches have gone and have been replaced by red covered free standing chairs that can be moved around and provide much more seating. We had previously had complaints that there was not enough seating. We will also be ordering some chairs without arms for our larger patients. We are waiting for new doors for the entrance into the surgery which will provide better access for wheelchairs and mobility scooters.

Some of the Group had already seen some of the improvements and thought the surgery was starting to look much better. Mr.Richardson asked if we could avoid sticking posters on the new surround for the

Reception Desk and Lisa said she did not want this to happen either as it made the area look untidy once the posters became worn. There will be areas for posters, which will be laminated to keep them fresher. It was suggested that another screen for the patient call system would be useful on the opposite side of the Reception area for those chairs facing away from the original screen. The Group felt that the chairs should be turned round to all face the screen as it is difficult for patients to keep turning round to see if their name is showing on the display screen. Lisa said she would check if we had another screen stored anywhere but mentioned that the screens are very expensive to buy.

Mrs. Farnan felt that whilst it was good that the surgery surroundings were improving, there were still issues with the telephone not being answered. She had again tried to telephone the surgery on several occasions on one day after 4 p.m. and on a couple of occasions, after the telephone had rung for a long time, it cut off. Lisa said she would look into this. When she did eventually get through, she checked afterwards and the call had cost her £3.50 which she felt was unacceptable. Lisa said that she is aware that there are still long waits on the telephone due to the high demand for appointments and other requests.

Lisa explained that we get many telephone calls from patients asking if their prescriptions are ready and we are trying to encourage patients to telephone their Pharmacy first and only contact the surgery if there is a problem with their medication not arriving at the chemist. Mrs. Daheley said that the Pharmacists can help and advise patients on many issues when a Doctor is not available to help them. Jennifer from Summerhill Pharmacy is starting her prescribing course and will then be able to prescribe under the Doctors guidance. There are still plans going ahead for moving the Pharmacy to the front of the building and funding will be coming in on 16th February.

Mrs. Hoult mentioned that there were no pre-bookable appointments available with Dr. Grover for one month. Lisa explained that we have six and a half thousand patients who want to see Dr. Grover even though we have other Doctors/Locums who are perfectly able to treat and diagnose the patients. This also puts a lot of pressure on Dr. Grover. The clinical system releases appointments every 28 days with a few pre-bookable appointments but these are quickly taken and some are early morning appointments. Mr. Holness talked about the letter the over 75 patients had received advising them of the Doctor who is responsible for their care. He said he only wanted to see Dr. Grover but Lisa told him that this was a Government initiative that everyone over 75 must have a named

GP. This GP oversees the patients care. Mr.Holness can see any Doctor and they will feed back information at the Doctors meeting. She made the point that if Dr. Grover went off sick, patients who were very ill would have to see another Doctor. Other Doctors at the surgery are highly qualified to treat a patient. Mr. Holness said he just needed to be reassured that he can get through on the telephone and can see a Doctor which he feels is not the case at the moment with the difficulty getting through on the phones and then finding the appointments are all taken. The Group were reminded of the triage list. Mrs. Parker pointed out that the problem with appointments and surgeries is a Government problem and not a surgery problem and very much to do with lack of funding for the surgeries. There is great demand for appointments on a Monday and Friday. We do not pre-book appointments on these days and the Receptionists have to be firm and polite in not making exceptions on these days. There are cards on the Reception Desk "The NHS Friends and Family Test" for patients to complete regarding their experience at the surgery and also patients can look at the site on line "I Want Great Care" which makes it easy to make feedback on care, provides ratings and reviews of GP's, dentist or hospitals. Patients can share experiences. The data is used to improve quality of care and monitors and compares the performance of individual services. The surgery e-mail can also be used to raise issues and this email is TCCG.summerhilladmin@nhs.net.

Mr. Richardson asked why we are taking on more patients when appointments are difficult to supply and could we not close our list. Lisa explained that we have not closed our list at present. New patients coming onto the list are reviewed. We also keep a check on how many patients are leaving the Practice so we can keep a balance with those that are coming onto the List. It was noted that The Grange in Ramsgate have closed their list at present. We still need more rooms, more funding and more Doctors to cope with demand. The demand appears to be from the same patients for appointments. Mrs. Farnan said it feels like the surgery is like a juggler with too many plates.

The subject regarding the report about our surgery in the newspaper giving us a low rating was discussed again. Lisa reiterated that we had not had any surgery inspection and these findings were based on a survey which only a low proportion of patients may have replied to. We are due for a surgery inspection in the next few weeks. Our CQC inspection will be conducted with about 2 weeks notice and the people doing it are not medical people but from the Army who have no concept of how a surgery runs. She pointed out that an apology was given to 59 practices by the media but an apology was not written in the paper. Lisa said that they

may have sent out 150 patient packs but if for instance only 5 responded, they would take their findings from that result, which was extremely unfair.

Mr. Holness asked if we are at strength with the Doctors. Lisa said we have 2 partners and regular locums at the surgery. We still need another partner but the partners need to get on and work well together. Four –five Doctors would be perfect but Locums are not keen to become partners as explained at the previous meetings. Unfortunately the same is happening in the hospitals whereby Nurses are signing up to an agency because they can earn more and pick their hours of work.

Newington Clinic was discussed. Lisa said that if there were any concerns, the person to talk to was Mrs. Sandez, our local MP. The surgery only received a letter about 3 weeks ago informing us that Newington Clinic was not re-opening. Consequently our blood taking appointments have been very busy now that patients cannot go to the clinic.

The Group asked if it was feasible for our surgery to go in with another surgery. Lisa said that Dashwood House would be the obvious choice as they are nearest to us but they have many problems of their own at the moment in that a Doctor has left the surgery but he will not leave the partnership and this is causing a lot of problems. It was felt that this would not be a good move. Each surgery appears to have its own challenges. Our surgery is considered to be in a deprived area and this brings its own problems.

Mr. Richardson felt that the alterations that had taken place were marvellous and were starting to bring us in line with other surgeries in the area which were smarter and more modern. He did however mention that when he attended the surgery recently to raise a question about test results, the Receptionist he spoke to was very sharp with him and he found that her manner then made him feel agitated with her. He pointed out that you only need one Receptionist with this attitude and this spoils the whole team. He asked that the Receptionists be reminded that a bright smile is worth a lot when a patient is concerned about something and approaches the Reception desk.

The Group asked what procedures were followed when a patient was very rude to the Receptionists. Lisa said that a letter is sent to the patient with the support of the Doctors. Issues arising regarding complaints are discussed with Lisa in a meeting with the Doctors.

Janet informed the Group that patients had responded well to the request for books and puzzles to be sold at the surgery for fund raising. She suggested that in view of the building work it was probably not feasible to have a stall every week at the surgery but that it might be a good idea to consider having a stall at the flu clinics this year in October/November time. Patients attending these clinics are not ill and would therefore be more likely to have a look on the stalls following their injections. At present the items are being stored in the loft area.

At the end of the meeting it was generally felt that the changes to the building were all a positive move, bringing us in line with other surgeries in the area. The appointment and telephone system was still experiencing problems but this was felt to be true of other surgeries in Thanet where patients were experiencing the same problems. It was felt that the NHS would not exist if Doctors and staff did not go beyond the call of duty. The meeting closed.

The next meeting has been booked for Friday 10th April 2015 at 11 a.m. at St. Marks Church Hall.