

**Minutes of Patient Support Group held at
St. Mark's Church Hall
On Friday 5th September 2014**

Those present:

Lisa Hardaker, Practice Manager
Janet Jarman, Admin
Olivia Fox, Receptionist/Admin
Anne Shilling
Albert Holness
Spridoula Duffey
Bernice Farnan
Peter Richardson
Michael Sellwood
Mary Parker

Lisa began by updating the Group on the latest developments at the surgery. We have various Locums coming in regularly doing surgeries. We are still advertising for another GP. She mentioned that, as the Group are probably aware, the NHS is experiencing many problems with employing GPs, as many of them prefer to work as Locums and not take on the responsibilities involved in becoming a partner. Locums can earn more than GP partners and can choose their hours of work and not get involved in all the paperwork such as reports etc. Also GPs pay very high tax on their earnings. Locums can provide more volume of appointments.

The building improvements have started in the hallway to the Doctors and Nurses rooms. The benches will be replaced by chairs. By the end of September it is hoped that there will be better disabled access and a new doorway for the entrance. A bid was put in for improvements to the upstairs but it was considered to be too expensive and permission was not granted. In Phase 2 of the improvements it is hoped that the Admin staff will work upstairs.

A reviewed bid was put forward in March and the work will need to be completed in 2015. Mr. Richardson suggested we invite Nick Knowles from Do It Yourself SOS to do the work as he gets it all done in a day!!

The Pharmacy will be moving to the front of the building and discussions are still taking place. It is hoped it will be in the next couple of months. NHS England do not support the Pharmacy, only the surgery premises. Mr. Sellwood mentioned that he had reported a Hire Van for inconsiderate driving and using bad language directed at him and his wife. He said the Pharmacy staff had been very unhelpful when he tried to find out who the driver was and the Company concerned. He was eventually given a number for the company the driver worked for and contacted them on the telephone when he got home. The company was very apologetic for the behaviour of the driver.

Another reminder has been given to a couple of the drivers who collect prescriptions from the surgery as they continue to park on the driveway opposite the surgery entrance and not in the car park. Mr. Richardson asked if the staff were being asked

to park in the road, to free up the car park for patients. Lisa said that some staff did park in the road but she would not want the girls who are leaving late at night to have to go out in the road for their cars. Mr. Richardson said he only mentioned it because when he arrived for an early appointment, there were only 3 patients in the Waiting Room but only a couple of spaces left in the car park.

Mr. Holness asked what the position was with Newington Clinic and the phlebotomy service. He was concerned that the Clinic might be closing down. Lisa confirmed that we have had no official notification that Newington Clinic will close. NHS England have not notified the surgery of any such closure. She mentioned that when the Broadway Clinic was closing, GPs were given the chance to take over and were given a certain time to make their decision. No such notification has been received regarding Newington Clinic. Mr. Holness felt it was very inconvenient for patients to have to travel to QEQM for bloods, especially as he is on Warfarin and is diabetic. He was reminded that we give priority to patients who need to book a fasting blood appointment and always give an early appointment. Mr. Holness reported some problems he had had regarding his blood appointments and medication which had frustrated him and he felt very let down by the NHS and their services. He does not have a computer, so did not have access to the complaints service via the internet. Lisa suggested that he should write a letter to NHS England expressing his concerns. NHS England address: Kent and Medway Area Team

Wharf House
Medway Wharf Road
Tonbridge
Kent TN9 1RE

Lisa said that one of the Nurses from Newington Clinic is coming to Summerhill Surgery to do the Warfarin checks. We have offered a room for them to use at the surgery for blood taking if they wish to do this.

Mr. Holness talked about the letter received from the surgery stating that Dr. Grover is his allocated GP. Lisa explained that if Dr. Grover is not available, Mr. Holness can see another Doctor or a Locum. Dr. Grover oversees his health care, so if there was a problem, the other Doctor or Locum would speak to Dr. Grover. Lisa informed the Group that it was the Government who had ordered GPs to send out this letter to our patients.

Mrs. Farnan asked if, taking into account the problems within the NHS, she could still be referred to a London Hospital. Lisa said it would depend on individual circumstances following discussion between the patient and Doctor. Lisa confirmed that a Locum can do a referral. Tests and medication come out of the budget. There is a budget for referrals but if the budget is not there, this creates difficulties. One of the problems at the moment is that A & E are referring patients back to the GP asking them to refer patients for tests, rather than doing the tests themselves. This then comes out of the GPs budget. The Government are aware of the lack of funding for GPs. GPs are only allocated 7% even though they are the front line of most services. Budgets are really stretched at present. At present the Receptionists at Summerhill are asking patients to sign a petition to demand that the Government acts now to ensure practices have the resources they need to continue to provide the high quality care patients deserve.

Nobody from the Group attended the Health Watch meeting, details of which were enclosed with the April minutes.

The online form for signing up to book online appointments was explained as there seemed to be some confusion between this form and the online prescription form. Lisa explained that the surgery is changing over to a whole new computer system, EMIS, and this will go live on 11th November. This will be a challenge for everyone but was thought overall to provide an improved service as the VISION system appears to have become unreliable recently.

Mrs. Parker asked for an update regarding the sale of books to generate money for the surgery. We have collected some books but need more to have regular sales. Mrs. Parker suggested that perhaps puzzles could also be included. Megan will do some posters asking patients to donate puzzles and books in good, clean condition and we will hopefully have a stall sometime in December.

Mrs. Shilling felt the writing on the television screen in the surgery waiting room was too small and also patients who don't attend the surgery often are not aware of changes/updates. Mr. Richardson suggested that those who did not have a computer could use one at the Library to check the surgery website. Mr. Holness asked why a Practice Booklet is no longer provided and it was explained that it costs a lot to produce such a booklet and as things are constantly changing and being updated, it would be out-of-date before being printed.

The flu clinics are in the process of being set up for this year and it is hoped to have a couple of Saturday morning clinics at the beginning of October.

The meeting ended on a positive note when Mr. Richardson said he had not had any problems booking a couple of appointments at the surgery recently.

The next meeting will be held on Friday 5th December 2014 at 11 a.m. at St. Mark's Church Hall, Ramsgate.