

MINUTES OF PATIENT VOICE MEETING at The Oaks Surgery, Swanley

Monday 20th January 2020

Present: Alan Thrussell (AT), Dr Clayton (Dr C), Liz Davies (LD), Peter Mitchell (PM), Lynne Rhodes (LR), Jackie Griffiths (JG), Ray Harris (RH), Ken Grist (KG), Harry Chapman (HC) and Sue Selvage (SS).

Les & Barbara Ayres (from The Cedars' Patient Participation Group) were also present as invited as guests to observe this meeting.

JG opened the meeting, thanked those present for attending and then introduced Les and Barbara Ayres. JG then asked the PV if they were in favour of accepting SS as a member of the group following her interview with JG and PM. All in favour and JG welcomed SS as a fully-fledged member of The Oaks PV.

1. Apologies

From Joyce Watts, Anita Allen and Lisa Ebers.

2. Declarations of Interest - None

3. Minutes of last Meeting 7.10.19

The Minutes from 7th October were agreed by all and signed by JG as Chair.

4. Matters Arising from the Minutes (not on the Agenda)

Re item 7 p2, AT asked if action had been taken re recruitment to the PRG; RH had included an article in the current PV newsletter.

5. Newsletter update

RH thanked those who had helped with distribution of the "by hand" newsletters of the Winter 2019 edition. He commented on the 3 week delay between Dr Lunt receiving the draft and its final approval; Dr C said that Dr L would still like to have oversight of any newsletter before going to print, and unfortunately the delay is down to her workload. RH will bear in mind and incorporate this timing into future publications.

RH will work towards the next newsletter and suggested a planning meeting in late February and will circular a date in due course. **Action: RH**

AT commended the recent inclusion of articles on health matters and thought it useful to have a "bank" of health articles ready to be included. HC felt that a note concerning the outcome of the recent Urgent Treatment Centre consultation is definitely suitable for inclusion. AT said that all members of PV should be proactive in handing out newsletters to patients at the surgery, to reinforce the method that JW was keen on by meeting patients, explaining about PV etc **Action: ALL**

6. Information from the Surgery

Dr C highlighted the teething problems at the surgery while transferring from clinical system Vision to EMIS over the past six weeks which only permitted booking "on the day"

appointments at present until the end of January; Dr C added that on the whole patients had been very understanding and that the staff had worked extremely hard under trying circumstances in getting to grips with the new system. All staff have had some training and trainers are in the surgery this week. HC praised the staff for coping so well.

Dr C also mentioned that the changeover in the POD (prescription ordering system) has been completed and is up and running, again with a few problems.

Dr C said that a prescribing pharmacist (Temi) was now in training at the surgery; she cannot prescribe as yet but can help with medical reviews, drug audits etc, and in future will run clinics to reduce addictive drugs etc. She will be joined by another pharmacist in due course and both will bring this provision up to 2 days per week at the surgery eventually.

7. Feedback from PV to the Surgery

LD asked if the surgery were still taking on new patients: Dr C responded yes as it would be illegal for the surgery to close its books. The Oaks has 11,800 patients approximately at present.

8. Any Other Business

HC told PV that there would now be two UTCs at both Darent Valley Hospital and Gravesend Hospital; this was encouraging as previously only one at Gravesend had been approved.

JG had recently attended a workshop re "Wellbeing" run by NHS England; JG suggested this would be a suitable topic for our Health Event 2020, and Dr L feels it would be a good opportunity to ask local people what they would want from a new wellbeing centre if it were created in the Swanley area. **Action: PM to set date for Health Event planning meet**

Action: LD to email Swanley Banqueting re dates in May

9. Date of Next Meeting(s) - Dr C will advise LD of suitable dates mid March when dates of the Practice meetings are decided. **Action: LD/Dr C**

10 Les & Barbara Ayres thanked PV for allowing them to sit in on this meeting and said they had gained a lot of ideas, and congratulated PV for their enthusiasm and input into the meeting. Les Ayres requested a copy of our Constitution. **Action: LD**

Meeting was closed by JG who thanked everyone for attending.
22nd January 2020

Typed by Liz Davies
Minutes Secretary, Patient Voice
The Oaks Surgery, Swanley

Signed by: (Chair of PV)
(Vice Chair of PV)