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| **St Peters Surgery Patient Focus Group** |
| Date: 14/06/2022 Time: 16.00 Venue: via zoom |
| Chairperson Maggie Seager Note Taker Maggie Seager |
| Attendees Ted, Bobby, Linda, Maggie Seager: |
| Apologies: Dick |
| **Meeting Notes** |
| Agenda item: General Update |
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| * New GP Contract – Extended Hours – and the new contract requirements   Maggie explained that as from October 2022 GP’s in England in Primary Care Networks will be required to open Monday to Friday 8am to 8pm and from  8am to 6.30pm on a Saturday. A discussion was formed around how the practices are working together to offer extended hours appointments to patients. It is likely that the practice will continue to offer extended hours on a Monday and the other practices in the PCN to continue to offer their own extended hours between Monday to Thursday. We are in discussion with the Thanet CIC team who will be employed by the PCN to cover the extended hours on a Friday and Saturday  Ted said it was a balance and the hub approach would be more sensible especially given the service is required to provide 12 hour days   * Iplato Patient Feedback –   A survey of patient feedback was carried out over a 2 month period between 04/01/22 to 5/02/22. Following a consultation at the surgery a text message is sent out to the patient to ask them the patients experience  During that period 220 responses were completed and out of those completed patients said that their experience was  Very Good 165 Good 38 Neither 6 Poor 9 Very Poor 2  A discussion was formed around the results and how the staff were dealing with patients expectations. Ted highlighted the findings of past questionnaires and how patients were often reported that despite having to wait at times to go into the practitioners the patient reported that they felt listed to and on balance patients were pleased with the service Ted highlighted the importance of the staff and supporting the team as a whole. At the moment some patients expectations are difficult to manage and unfortunately the frontline staff are getting lots of abuse this is true of all practices and since the pandemic it has got a lot worse however we do have a zero tolerance policy   * E Consults – are monitored and responded to within 72 hours of a patient completing a request :   In the past week – 37 Patients used the service and 16 E Consults were submitted, 1 Patient was diverted to another service and 10 estimated appointments were saved.   * PCN update   **First Contact Practitioners** – these are physiotherapists offering appointments at the Broadstairs Medical Centre and Minster Surgery. As a PCN we are increasing these hours in support of the needs of patients  **Care Co-ordinators –** As a PCN funding has been set aside for practices to have a Care Co-ordinator and will be/have recruited a member of staff for this role however a start date is to be advised   * Signposting – Social Prescribers – We do have a Social Prescriber who also supports Ash Surgery. Amy will join us at our next meeting to explain how she helps and supports patients often sign posting a patient to the needs that suit them best * Premises update   Currently no change in circumstances however we continue to work with Thanet CCG estates in a discussion around the needs of patients in the area and in keeping with the strategic plan for Kent and Medway   * Dr Ali remains on extended leave * Patient Group     A discussion around the patient focus group in general was made and  Linda Highlighted that the Action Plan on the Patient Focus Group notice  board is outdated 2016/17  Notice board –  Attracting New members – Teddy suggested that it would be good to try to  Attract younger members to the group  Action Plan -- To be formulated |
| Actions:   1. Arrange next meeting for end of August via zoom to send out agenda prior to the meeting and ask members if they would like to add anything to the agenda 2. Next Agenda to mainly focus on the patient group and active promotion 3. setting goals and an action plan |
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