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| **St Peters Surgery Patient Focus Group** |
| Date: 25/01/2022 Time: 16.00 Venue: via zoom  |
| Chairperson Maggie Seager Note Taker Maggie Seager |
| Attendees Ted & Bobby, Dick, Linda, Shirley, Maggie Seager:  |
| Apologies:  |
| **Meeting Notes**  |
| Agenda item: General Update  |
| Discussion: * Premises update – Maggie advised the group that the Grange medical Centre are proposing to build a new Medical Centre at Westwood Cross, on the land behind the new Sainsbury – which is quite a big site, at this stage The Grange will be the only practice going forward with the proposition, it is envisaged that our practice will apply to join them once the build is underway. If this is the case we will notify our patients of our plans as patients have the right to say how they feel about it. Estates are concerned that if our practice and Broadstairs medical centre move into the site with the Grange medical centre it would leave Broadstairs area with only Mocketts Wood serving patients in the CT10 area. Ideally they would like Broadstairs practices considering to move to WWX to find a site that is suitable to build a medical centre in the Broadstairs area
* Sign posting – Amy Burt was not able to attend this afternoons meeting therefore this will be rescheduled for our next meeting. Linda advised that Amy had brought a patient along to the coffee morning that was mentioned at our last meeting.
* Primary Care Networking

As a Primary Care Network we are working towards increasing Physiotherapy appointments for our practices with the Primary Network Group, thus supporting our patients with more availability. Within the Additional Roles we are looking to employer a Mental Health Worker and Dick asked a little more about this position however Maggie was not able to answer his questions and therefore will find out more about the position and this will be discussed at our next meeting.The Primary Care Network are also looking to employ a nurse manager for the team who are supporting care homes however Maggie is not part of the recruitment process and will discuss this at our next patient focus group meeting* Vaccination Centre – has moved from the previous Saga Centre building and is now being held at the old Curry’s site next to Wickes at Westwood cross, The Thanet Community Interest Company will take over the staffing at the site from February 2022 we continue to call patients for Covid Vaccinations in line with the Government Cohorts
* Thanet Health Community Interest Company (THCIC) – has been set up to provide support to Primary Care in Thanet, it is a non profit business and offers practices with support with home Pulse Oximetry for positive Covid patients so that they can monitor their Oxygen saturations at home , The THCIC also supports practices with extended hours and the emergency treatment centre – Dick wanted to know a bit more about the company and Maggie said she will invite Graeme along to the next meeting who would be able to tell the group all about the company
* Patient feedback – Questionnaires – Ted asked how the feedback was going from patient’s - in the past the practice would complete an annual questionnaire which was often used to assess the services. Often the questionnaires would give the same answers and did not always give the opportunity for feedback in an open way. Maggie advised that we use IPLATO inviting patients to comment on the service they have received on the day of their appointment and these are recorded on a spreadsheet. Often the practice does tend to look at the negative comments however there are also a lot of positives. Maggie will share the results with the patient focus group at our next meeting. Maggie also advised that we use E-consults for patients who are able to complete a consultation with the GP on line, the practice reviews the regular updates on the use of the system together with time saved or alternative interaction. Maggie will share the results of some of these at our next meeting
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| Actions: 1. Arrange next meeting for end of March 2022 – via zoom to send out agenda prior to the meeting and ask members if they would like to add anything to the agenda
2. Maggie to find out more about the Mental Health Care worker and the employment of a nurse care co-ordinator for care homes who are to be employed by the Primary Care Network
3. Maggie to invite Graeme Haggerty from the THCIC to discuss the company and how they work together with Primary Care
4. Maggie to collate the Iplato and econsult reports for a discussion at our next meeting
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