

## **Cedars Surgery PPG Meeting 28.06.22**

**Attended by - Michelle Liversidge, Suzanne Oliver, Katharine Manser**

**PPG Members - Marsha Horne, Judith Nichols, Margaret Robin**

### **1: Welcome**

**A warm welcome to everyone, it has been a long time since the last meeting due to the pandemic.**

**Apologies from Barbara Hansom, Nicholas Hansom and Charlotte Maughan.**

**Barbara and Nicholas Hansom have sadly resigned as PPG members due to being out of the area most of the year.**

**Introduction to Katharine Manser (Social Prescriber).**

### **2: PPG Notice Board/Update on Social Media**

**Discussed lack of PPG members due to some ill health, resignations. All felt that it is important to drive the PPG to encourage new members. To help us achieve this Katharine Manser will post something on the social prescriber's page through social media. Marsha Horne will also create a post of interest to several local social media groups. She will have a look at some standard wording to promote the PPG and liaise with Michelle along the way. We will also consider a post in the East Kent Mercury, adding a note to prescriptions and patient check in screens and the social prescribers will mention it to patient's as and where appropriate.**

### **3: New Doctor**

**Michelle talked about our two new doctors, Hannah Smith and James Hill and the amount of hours they work at the surgery. MR asked about how many doctors we have here at the surgery and the way that the pandemic affected the surgery and its running. Michelle and Suzanne r provided details of the doctors we have and the part time/full time status. She also talked about Hayley Mullan and her role as a Advanced Nurse Practitioner and our locum Paramedic Practitioner.**

**We talked about the staffing levels through the pandemic and lack of GP's due to retirement or ill health which eventually resulted in the closure of our books for a while in order for us to catch up.**

of the services already offered at Deal hospital but assured all that these are extra services to run alongside what we already offer as a GP surgery.

MH expressed concerns as a growing population with a huge amount of homes being built in the area and the GP surgeries not being able to meet demand. Explained that we are now having a further blood collection at 4pm each day and this will allow us to take bloods up until this time thus being able to offer more appointments. MH still concerned that people will have to go further afield for urgent blood tests and this could be an issue for people whom are unable to travel or the costs incurred by doing so. A petition was started with over 3000 signatures, this was discounted by the CCG.

ML explained that the extended hours part of the plan has run from June then the enhanced access will start from October'22. She also talked about physiotherapy referrals and how patients can self - refer either to Deal hospital or Stephen Comfort and the process of doing this.

JN asked if each patient has a designated GP? We explained that yes everyone has a designated GP but are free to see whoever they choose. JN thinks that people should be notified when their registered GP is changed as you may be asked this on occasion.

MH added that we have the highest Dr/Patient ratio in this neck of the woods. MH thinks that there should be continuity of care and that a patient should be able to see the same GP of their choice as much as possible. ML explained that patients are free to see/speak to whoever they choose but we always make them aware that waiting times could be longer in these cases especially those clinicians whom have reduced their working hours.

MH asked us if we are familiar with "The Richards Report"? This is not something we had heard of so MH will send us a copy to read. It is all about all services being used at small hospitals.

KM explained how the HUB works right now and that we have a maximum of 8 appointments per day that we are able to utilise. ML explained that the UTC will continue to run separately. We currently have the use of Doctor, Nurse and Physio slots. Under the new contract Nurses will be expected to provide all services that are currently offered in surgery times.

ML talked about our recent CQC visit and that results are expected in around 4 weeks.

JN queried if we were able to have hand rails on both sides of the stairway?, we explained that they would not be beneficial as the stair way is too wide to be able to use them both.

MH, JN and MR all talked about lack of appointments and difficulty getting through to the surgery. We explained that we had introduced a queueing system and more phone lines in

## PPG Sign in Sheet.

Name	Signature	Date
MICHELLE LIVERSIDGE	M. Liversidge	28.06.22
SUZANNE OLIVER	S. Oliver	28.6.22
Marsha Horne	Marsha	28 June 22
Judith Nicholls	J. G. Nicholls	28/06/22
MARGARET ROBIN	M. Robin	28-06-22
KATHARINE MANSSER	K. Manser	28/6/22.

**The Cedars Patient Participation Group**

**Tuesday 28<sup>th</sup> June 22 2pm**

**AGENDA**

**Welcome** ✓

**Introductions – Apologies** ✓ ✓

**PPG Notice Board/Update on Social Media** ✓ ✓

**New Doctor - ML** ✓ ✓

**Primary Care Networks/Social Prescribers – ML & Katherine Manser** ✓

**Enhanced Access** ✓

**Close**

**Next scheduled meeting**

**December 22**