**Cedars Surgery PPG Meeting 08.12.22**

**Attended by – Michelle Liversidge, Suzanne Oliver, Katherine Shonk**

**PPG Members – Marsha Horne, Margaret Robin**

**1: Welcome**

A warm welcome to everyone whom has attended.

8 PPG members Invited for today’s meeting.

Apologies from Judith Nichols and Charlotte Maughan.

Introduction to Katherine Shonk (Social Prescriber for PCN)

**2: Previous Minutes**

Previous minutes from meeting 28.06.22 reviewed.

**Update on Blood tests at Deal Hospital**

**MH – The fight to reinstate the blood service is still very much on, a service much like before being looked at but not confirmed as yet, possibly a 6 day service?**

**MH mentioned Balmoral having to suspend blood tests for 2 weeks due to lack of capacity.**

**ML and SO stressed that GP’s here had no objection to reinstatement at hospital and feel would be beneficial to patients.**

**3: Social prescribing update/PPG Notice Board/ Update on Social Media**

Katherine Shonk introduced herself and what the PCN social prescribers can offer to the public. Examples of this would be creation and direction of health and support groups, help and guidance for those struggling to complete assessment forms/claims for income or those generally struggling with areas of life and unsure where to seek help. Often in these cases a patient may feel the need to contact a GP to discuss these problems in the first instance, this service allows a fast direct input from the PCN team who have resources to hand Katherine explained that Social Housing is a key issue at the moment due to a large increase in population in a short space of time.

Katherine explained that patients are able to contact the PCN social prescriber’s directly and self- refer or they can be referred through their GP. There are 4 social prescribers in total working across 5 surgeries (totalling around 54,000 patients). They currently have a Facebook page outlining their services which is updated on a regular basis with any news, groups or events that are taking place.

They also work alongside Dover District Council and The Foodbank.

Katherine went on to explain about the set- up of a new Dementia Support Group and a Walking Group starting from January’23. This will comprise of a 30 minute walk starting from The Cedars, stopping for coffee half way. There is also a Parkinson’s support group starting in January’23 and a drive to target sheltered housing with a plan to visit all the sheltered schemes in the area.

**MR expressed her concerns that there are just not the resources available to cover the current problems.**

**MR asked if they provide much input to the elderly.**

**Katharine replied –A lot of referrals are through the elderly population, mainly support with benefits, equipment for the home or housing. They can help with anything that is not medical and their services are open to everyone including children.**

**MH asked “How do you reach the people”?**

**Katherine replied - The social prescribers work with Age UK so spread the word of their services through them and the other community groups alongside a Facebook page and posters within GP surgeries and community groups.**

**MH asked “Have they met local councillors yet”?**

**Katherine replied – They do attend the Deal and Walmer community shops and BBC.**

**SO asked if it may be possible to have more interaction with local radio stations to promote services/groups?**

**Katherine replied – Yes this may be an option and they do receive a budget for advertising.**

**4: Primary Care Networks**

**ML talked about the other roles within the PCN apart from the social prescribers including those that support patients in care homes and clinical pharmacists working on behalf of all 5 surgeries**

**AOB:**

**MH talked about a recent triaged visit to local pharmacy. MH felt that they are not equipped properly to triage without access to patient notes. She was given a consultation but felt that the clinician was not happy about doing so.**

**MR expressed concerns over withdrawal of bus services due to decreased funding from DDC and not enough volunteer drivers. MR finds this concerning for those especially elderly patients that relied in bus services or volunteer drivers to get them to hospital appointments.**

**MR asked for a rough percentage of elderly patients we have on our list?**

**ML replied - around 65% and this may be one of the reasons that GP’s do not want to come and work in this area. ? They do not feel they will get a good variation of problems to work with.**

**MH asked “What is our registration procedure for people whom have second homes in Deal”?**

**ML replied – If this is their second home and spend a higher percentage of their time at another address out of area then if they need to be seen whilst at their local address we would register them as a temporary patient for either 14 days or 3 months, depending on their expected time of stay.**

**MH asking if she can book Blood Tests in advance?**

**ML replied – Yes you can book multiple blood tests in advance and we now offer afternoon blood appointments due to arranging a later collection time to increase our blood test service. Test results are usually very quick but can range from 1 day to 1 week depending on what is being tested.**

**Next PPG Metering TBC**

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