**Patient Participation Group- 27-6-2023 @ 14pm**

**Kings Family Practice Surgery**

**Attendees**

**Members of Staff**

Ali Shariff

Patricia Kocikova

**Patients**

Sue White

Tracey-Jane Grey

Leslie Lawrence

**Meeting Agenda**

**1. Welcome, attendance and apologies**

**2. Practice boundary update.**

**3. Successfully running pilot spirometry services project for the residents of Medway.**

**4. Currently offering spirometry services to the patients in Kings and Marlowe.**

**5. Preparing for the seasonal flu vaccination.**

**6. Welcoming the new clinician on sites**

**7. AOB**

**Meeting**

Patricia opened the meeting, explained Julia was absent due to sickness, welcoming the patients to the first meeting of 2023 and introduced Ali, who chaired the meeting.

Ali explained about his role across the Aspire network and how he is working towards better services across the network, this then introduced meeting point number 2 of changing boundaries and the recent text message sent to all patients.

**Practice Boundary update**

We are continuing the process of applying to extend the Practice Boundary for Kings Family Practice. You will hopefully recall us reaching out earlier this year regarding this, however if this is the first time that this has come to your attention, the reasons for this are two-fold:

1. To help enhance and improve both access and choice of primary care provision for the local community.

1. To allow greater synergy, collaboration, and coordination of care for patients with neighbouring practices and providers.

More information on this will be updated to practice website. We have already informed all patients via text messages.

We are reaching out to you specifically to receive your views and perspective on what we believe will be a very positive potential development for our local community.

We will continue to update our practice websites incorporating feedback from both patients and stakeholders alike.

As a part of this process, we will also keep updating the Frequently Asked Questions (FAQs) based on common themes from the feedback.

Please do not hesitate to get in touch should you have any queries or feedback. Your contribution will be invaluable in help shaping the future for our community.

**Spirometry services**

It was discussed that Kings and Marlowe Practices have taken part in a pilot test to offer specialist Spirometry services, it has been successful, and this is to continue.

**Preparation for seasonal flu clinics**

The organising of these are underway and will be held in practice in the autumn with possible Saturday clinics being held. Patients will be updated as soon as clinics are available.

It was also discussed at this point with regards to SMS messages if they could have a link to the website attached, Ali was happy for this to be added and said he would discuss this with

management

**Welcoming New clinicians**

It was explained to the patients that we have a new full time clinician, Dr Tunde Oshinusi, who has already started at Kings Family Practice and will be based here on Mondays and Thursdays. All other clinicians were discussed and the different roles of HCA, PA, APA, Paramedic, GP and Nurses were explained.

**Extra services surgery offers are:**

Mental Health Nurse Olu Salako who has her clinic on Mondays,

Specialist Diabetes Nurse Nikola Tomkins on Tuesdays,

First Contact Practitioner (physiotherapy) Tom Lissenden on Wednesdays

Health and Wellbeing Coordinator Liz Almond on Tuesdays.

It was also explained that when a GP is not onsite there is a duty Doctor available at Marlowe Park Surgery. Ali discussed the issues of the national GP shortages and explained the difficulties

**Any Other Business**

The state of the gardens and car park were discussed, Ali made the patients aware that the practice is aware of the state of the gardens and that the practice is looking for quotes to complete the extensive gardening needs of the practice.

The patient brought up the matter about the Surgery main door at the practice, with issues surrounding the difficulties to open the door especially for disabled patients also that there is a whole in the ground by the main gate and the edge of the roof facing car park and the sign for the car park saying staff only as it’s a staff surgery carpark. This have been already brought up to the operation managers.

Also patients facing issue with Single point of Access service. Discussion about the appointments system, it was discussed that the management team are working towards a better system for the whole network.

The shortage of reception staff was also discussed with the patients, to help them understand and recognise the impact of this on the patients, the DNA appointments were discussed and that surgery has a lot of DNA appointments. Patients can cancel appointments either by calling surgery or through surgery email or by text message.

The meeting was then closed by Ali, thanking Patricia for holding the meeting in the absence of Julia and the tree patients who attended.

The copy of the minutes will be emailed to patient’s email address.