(PPG) Patient Participation Group Meeting

Held on 14th March 2024

At Matrix Medical Centre

At 1:30pm

In attendance on behalf of Matrix Medical Centre:

* Emma Hassett (EH)
* Mandy Kaur (MK)
* Claire Patching (CP)
* Jodi Mcintosh (Diabetes Practitioner on behalf of Xyla Health and Wellbeing)

In attendance on behalf of the patient participation group:

* Paul Dickinson (PD)
* Marion Blundell (MB)
* Jane Morton (JM)
* Raymond Luckhurst (RL)
* Christiana Nakpo-Sijuade (CNK)

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|  | **Type 2 Diabetes Path to Remission Programme:**  Jodi Mcintosh opened the meeting on behalf of Xyla Health and Wellbeing to discuss the  *Type 2 Diabetes Path to Remission Programme* (sometimes referred to as Low Calorie Diet or Soups and Shakes). The programme is a fully funded, one year course to help support patients with Type 2 Diabetes to reduce their weight, reduce medication and reduce their HbA1c levels and overall improve their quality life.  Information regarding the programme can be found on the link below:  [NHS Type 2 Diabetes Path to Remission Programme | Xyla Health & Wellbeing (xylahealthandwellbeing.com)](https://xylahealthandwellbeing.com/our-services/diabetes-remission/type-two-diabetes-remission/) |
|  | **Booking appointments:**  MB raised booking appointments and that E-Consult is now only available for a short time (8am-9am). EH explained that the reason we have requested for E-Consult to not be available for as long is because the E-Consult requests are increasing, however, the appointment requests via telephone are not decreasing. By decreasing the time E-Consult is available for this enables us to be able to fairly book appointments via both E-Consult and telephone.  RL queried why patients can only book appointments on the day by telephoning from 08:30am or via E-Consult. EH explained that we only offer book on the day appointments to avoid DNA’s and also due to the fact we predominantly have locum GP’s working for us and therefore do not want to risk filling clinics in case there is any sickness or changes to the rota. MK stated that we have had incidences whereby we pre-book appointments and then a locum cancels or calls sick. CP raised that if we did pre-book appointments it would likely mean we could not offer any appointments on the day should anything urgent come up.  RL raised that he would like to see a GP face-to-face, CP stated that you can see a GP face-to-face however this would be requested on the call back appointment from the GP and then it is the GP’s responsibility to arrange for their patient to come into the surgery for the face-to-face appointment. Reception team are unable to book face-to-face appointments unless instructed by the GP.  CP stated that we have also installed a queuing system on the phones which will inform patients where they are in the queue. |
|  | **Pharmacy First Service:**  CP raised the Pharmacy First Service which launched 31st January 2024.  Pharmacy First Service adds to the existing consultation service and enables community pharmacies to complete episodes of care for 7 common conditions listed below:   |  |  | | --- | --- | | Acute otitis media\* | 1 to 17 years | | Impetigo | 1 year and over | | Infected insect bites | 1 year and over | | Shingles | 18 years and over | | Sinusitis | 12 years and over | | Sore throat | 5 years and over | | Uncomplicated urinary tract infections | Women 16-64 years | |
|  | **Other Business:**  RL explained that he received a text from the surgery inviting him for a PSA test. EH explained that we have the PCN (Primary Care Network) and we are part of Medway South’s PCN. The cancer lead in the PCN is auditing patients to run a PSA trial, patients who receive the text message are eligible for this test.  RL asked when he is eligible for the shingles vaccine. CP and EH raised that the eligibility for the shingles vaccine has recently changed and this is dependent on when a patient was born. You can find out if you are eligible for the vaccine by calling the surgery or on NHS website.  EH added that we also offer basic wound care now and patients can book in for this by calling the surgery. |