

Patient Voice Annual Report 2019

My first thank you must be to the members of Patient Voice for their dedication to our work and also for the support we have from the people of Swanley. We have the same team and the same members in specific roles, but this will change in October when I will be standing down as Chair and we have our elections.

It is difficult to attract new members to join us but we, hopefully, will have one new person joining us in October. We have recently reviewed our Constitution and concluded that it is still right for us.

Newsletter

We continue to publish our newsletter three times a year in which you are given as much useful information as possible, on new innovations and changes in service and venues. We also try to keep you up to date in changes to staff at the surgery. In particular, we give you advice on where to find Defibrillators in an emergency; alternative options where you might not need to see a GP; maintaining your well-being; First Aid at home; the Wound Care hub; these being just a few.

Patient Information

The first part of this report is to tell you that the surgery had an inspection by the Clinical Commissioning Group on the 13th December 2018 and the result was 'Good'. The surgery staff and PV were delighted.

The TV screen in the waiting room is still updated regularly, and the presentation is helpful and good. It is still the most helpful way to keep people informed. The Oaks website, which can be accessed at any time will lead you to the PV page. We work with the surgery and our key role is to monitor the service and delivery at all times being aware of limitations on their time, space and Finance under which they have to work.

There have been recent changes in the Reception staff and PV will be approaching the surgery to arrange a meeting with them.

Health Event

The health events which we organise each year are intended for our whole community to understand and to manage long term health conditions. This is a wide field to reach and why we regard it the most important way to reach out to as many of the community as possible.

The decision is discussed with the doctors who give us guidance and help with seeking suitably qualified presenters. We are lucky enough to have a doctor as a member of our committee.

As we are aware, it is useful and helpful to try something different, and in order to encourage the young parents to join us we chose to change the Event to the Spring half term holiday.

Entitled 'Come and meet the Emergency Services', PV invited the Police Service, Fire Service, Ambulance and Air Ambulance services and Pharmacist. We also had a young lady who spoke about the 999 service and gave a defibrillator demonstration. The representatives each talked of their work and were well received. Unfortunately, we were unable to have an ambulance and fire engine on site as none were available, even the police car was called away but did return. We always knew that having the service vehicles on site may prove difficult as we are surrounded by three major motorways and their call-out rate is very high.

We were pleased the programme was well received. All speakers and contributors have received a personal thank you, as have our faithful supporters who run the stands, we look forward to enjoying your company in the future.

Thanks also go to Anton Gustave-Tavernier from Sevenoaks District Council for his support and to Kerina Kerr, manager of the Alexandra Suite.

We were pleased to welcome our mayor, Councillor Leslie Dyball, her deputy, John Barnes, and Councillor John Edwards-Winser, the Chairman of Sevenoaks District Council. Thank you.

To the Oaks Surgery, a big thank you for the support you give to Patient Voice. To the PV committee a special thank you to all for always helping on Event day.

PPG (Patient Participation Group) of Dartford, Gravesham and Swanley NHS

The PPG meetings continue with their regular meetings for their chairs of surgery committees, the vice chairs are invited too and we both attend. These meetings have become more important during this time of many changes. At our last meeting we were given several papers after the presentation. One of these is what has been put forward for Dartford Gravesham and Swanley (DGS) area. The paper is entitled 'Improving Local Care'. The reasons: growing population, shortage of GP's and nurses, many aged frail complex needs, shortage of nurses, therapists, social care workers, community teams staff not joined up. If we carry on like this, we will not be able to meet our needs within our budget.

DGS has 273,000 registered patients and 30 practices. Challenges are being tackled with an investment, £4.2m over the next two years. There will be what is called Multi-Disciplinary Teams; local GP's coming together with teams of nurses, therapy staff, mental health, social care and other professionals to offer personalised joined up care. There are six MTD's in Dartford Gravesham and Swanley each serving a population of between 30,000 and 47,000 registered patients. There is also a paramedic run Primary Care Home Visiting Service and a Rapid Response Service, run by community nursing teams.

This has and can only be a brief window on the whole situation, but you can get much more detail. The NHS want you to get involved, and give your opinion. Your views are important in helping to shape the future service.

Visit the Website www.dartfordgraveshamswanleyccg.nhs.uk and/or email dgs.ccg@nhs.net

There are meetings between now and the 4th November, you may find one that you would attend. Meetings and activities in our own area can usually be found on line, and are usually advertised. Your opinion on these proposed changes would be welcomed.

You can rest assured that Patient Voice is here for you and will stay strong in spirit as we move through these changing times.

Joyce Watts
Chair of Patient Voice
The Oaks Surgery