

## **Bearsted Patient Participation Group**

Notes of meeting 3rd March 2022 at 1200 at Bearsted Surgery

1. Welcome to those present.

Terry Armstrong, Chris Dobson, Goff Norrington, Christine Shade, Jeannette Ward (chair)

2. Apologies.

Gillian Barry.

3. Notes from PPG meeting 2nd December 2021

The notes of the meeting on 2nd December were accepted and signed by the Chair.

4. Matters Arising

Distribution of posters publicising the workings of the PPG (**Jeannette, Terry, Tony**) - **complete**

Obtaining feedback on the Triage System - **Chris** to develop potential questions - **complete**.

**Jeannette** to circulate the virtual group seeking volunteers to respond. - **complete**.

5. Feedback from Joint Meeting (16th December 2021)

Jeannette noted she had committed to review the self-help leaflet but that this was outstanding. It was agreed the leaflet would be checked for accuracy (for example checking telephone numbers were still valid) and completeness (for example are there potential signposted services missing).

**Jeannette** to circulate the leaflet to all.

**Tony** to check the numbers on page 1

**Christine** to check the numbers on page 2

**All** to check the leaflet for completeness.

It was noted that, whilst the PPG had paid for the first printing of the leaflet, a grant had been obtained from Bearsted Parish Council for the printing of the second run.

**Goff** would check back for the cost of the printing.

Then **Jeannette** would see if Bearsted PC would fund the printing again.

The rest of the issues from the joint meeting would be reviewed at the next one on 17th March

6. Finances

The only movement in the finances had been the donation of £30 towards the book hunt. (See attached)

It was agreed that the PPG would have a presence at The Bearsted Fayre on 18th June. There would be no entry cost but we would be expected to run a raffle with half the proceeds donated to the Fayre's chosen charity. Liability insurance at a

cost of £26.75 would be required. Goff would organise the purchase of an NHS bear for the raffle which would be raffled as The Bearsted Bear. He would proceed with the entry submission. Post meeting Goff noted that other charities were required to pay an admission fee and so we were receiving favourable treatment.

## 7. Healthy Walking

Walking continues to go well with up to 30 walkers each week. However the switch in sponsorship to The Ramblers Association is not being well received. What is currently a fairly simple operation involving just risk assessments and walker registration is being replaced by an increasing amount of bureaucracy. The Ramblers have also attempted to fit the healthy walks into their existing systems which are not really designed for repeated walks.

Chris noted that he had uploaded all the Health Walks through to the end of January next year which effectively completed one system but noted that there are four other systems / websites that he would need to work through in order to run the totality of the walks.

The following actions were agreed:

**Chris** would advise the other leaders of a meeting at Jeannette's home after the walk on Tuesday 15th to obtain their views and suggestions for the way forward.

**Jeannette** would approach the PCN PPG Chairs group to establish if there might be an opportunity for the PCN to sponsor the walking groups. Jeannette noted that introducing walking groups for all the PCN practices had been mooted.

However post meeting note, the Headcorn one is already aligned with The Ramblers and therefore such sponsorship is unlikely.

**Chris** would explore the cost of a separate insurance policy.

**Chris and Jeannette** would continue to work with MBC to try to initiate a move to another provider

## 8. Triage feedback survey

Jeannette had collected 19 responses of which 16 were via teleconference with a patient.

Jeannette would summarise the outcome ahead of the joint meeting. Two significant points came through:

Patients had a serious dislike for the telephone system.

If the result of a test or a consultation required a further appointment, rather than put the patient back into the much-disliked telephone system, why could the receptionists not take ownership for creating that appointment.

It was also noted, as previously, that some patients are required to do repeated, regular test at intervals longer than the current booking system allows. It would be much more efficient if their subsequent booking could be made at the time of the current appointment.

Jeannette also noted that a number of respondents had expressed a preference for the triage system over the walk-in clinic (although others had an opposite view).

It was agreed that she would contact Steve Hodgson to arrange a meeting with Amelia, the Triage Manager and perhaps invite her to the next joint meeting.

## 9. Ridge PCN Feedback

Jeannette noted that from the PCN PPG Chairs group had come a suggestion that PPGs might want to help with running support groups for carers. It was unanimously agreed that this was outside the remit of the PPG and more in line with the work of various charities.

## 10. AOB

Agenda for the joint meeting to include feedback on the triage system. **Chris**

## 11. Future Meetings

PPG 7th July	Joint 17th March
PPG 1st September 2022 (to prepare for AGM)	Joint 21st July
PPG 6th October	Joint 20th October
PPG 5th January 2023	

AGM 15th September 2022

