

Bearsted Patient Participation Group

Notes of meeting 7th July 2022 at 1200 at Jeannette's home

1. Welcome to those present.
Terry Armstrong, Chris Dobson, Christine Shade, Tony Spice, Jeannette Ward
2. Apologies.
Goff Norrington
3. Committee membership update.
Jeannette noted that Gillian Barry was no longer a member of the committee. She had identified two potential members and will make contact with them to set up a discussion. **Action: Jeannette**
She would also send out an email to the virtual group noting a vacancy and inviting interested applicants. **Action: Jeannette.**
4. Minutes from previous meeting (3rd March 2022)
The minutes were approved by the Chair. It was noted that none of the meeting minutes since August 2021 are on the website. **Action: Chris to provide the missing minutes to Sarah Harrison.**
5. Matters arising from PPG meeting of 3rd March 2022
Self Help Leaflet review. The initial review of the leaflet was undertaken with various telephone numbers checked by Tony and Christine. However Jeannette had not been able to complete the review and a further meeting between Tony and Jeannette was needed. **Action: Jeannette and Tony to meet to finalise the leaflet.**
Healthy Walking actions. (See agenda item)
6. Finances
Goff had provided an update on the finances which shows a balance of £608.93. The financial year ends on 31st July and Goff had raised 3 issues.
 - Expenditure for Healthy Walking Group Insurance. This will not need to be funded this year by the PPG. (See below).
 - Will the printing of the self-help leaflets fall inside this financial year and, if so, what is the source of funds? Given further review of the leaflet is required, the funding of the printing will not fall into this financial year. The source of funding will be discussed later.
 - Will Denzil Anandappa audit the accounts this year? Jeannette had replied to Goff to indicate this would happen.

However during the discussion about the Healthy Walking Group, Chris asked if the PPG would be prepared to fund the new safety jackets for the walk leaders printed on the back with "Bearsted Healthy Walking". These had replaced those with Ramblers logos previously issued. The meeting agreed this was a reasonable use of funds and Chris should send the receipt to Goff for payment. **Action: Chris to send the receipt to Goff for refund.**
7. Healthy Walking Update

Since the last meeting the “Bearsted Healthy Walking Group” had been formed with separate insurance provided by Ansvar at a total cost of £153.19 including Legal Protection. All walkers had been asked to sign a new registration form acknowledging their liability for their own safety and confirming their fitness to walk. After some discussion and although the Bearsted Medical Practice had agreed to fund it, the insurance will be paid for by The Ridge PCN for this year only. Chris had also purchased eleven new yellow safety vests emblazoned with Bearsted Healthy Walking and hoped the £71.40p cost of these can be reimbursed by the PPG. This was agreed.

The number of walkers continues to grow and there are now typically 45 to 50 on each walk. There is rarely a week without at least one new walker joining the group and, in fact, the week after the Bearsted Fayre 5 new walkers registered. In answer to a question Chris noted that when 50 walkers were present, 15 to 20 would join the short walk and 30 to 35 the long.

8. Review of Bearsted Fayre

Jeannette thanked Goff in his absence for circulating his summary of the costs/ income from the Fayre over several years. In fact the PPG had spent £284 over the three years with just £30 income. Whilst almost 100 new virtual group members were recruited at the first Fayre there were only 22 new names this time. Thus we are no longer obtaining significant benefit from the expenditure and work involved. It was agreed we would not make a decision at this time about next year and would ensure Goff was present for any discussion.

Jeannette noted we only received £30 as our share of the raffle but that she was pleased the winner was actually a nurse in the NHS.

9. Our place in the world

Jeannette and Tony had met with Steve Hodgson to have a review of the place and role of the PPG. She had noted that the PCN PPG Chairs’ group was lacking a Chair and unlikely to identify another one. It seemed destined to stop operating. At the same time it wasn’t really clear what the role of that group was. A suggestion had been made by the PCN PPG’s group that they should set up a joint PPG Facebook page. This is not likely to be taken forward as there was no-one willing to manage this means of communication. Jeannette pointed out that only a small number of patients access their local surgery Facebook page and doubted that they would go to another, separate social media site for Primary Care information. Nothing was resolved around the continuation of the PCN PPG in the meeting with Steve.

Jeannette noted to Steve that before and during the pandemic the PPG felt it had a positive impact with communications and the production of visors. However since then it was not clear whether we were effective and required. Steve made it very clear that he believes the PPG Committee provides a valuable service and he would wish it to continue. He was particularly interested in the PPG taking a greater role in Social Prescribing. This had collapsed during the pandemic and those involved redeployed.

It was agreed at this meeting that we would evaluate how we could contribute although Tony made the point that the practice needs to have sufficient resources to assess need even if delivering the “prescription” was managed elsewhere.

There was discussion about whether we should focus more on Social Prescribing

and less on being the voice of the patient but it was agreed we needed to operate in both areas.

Action: Jeannette to contact Faye Hinsley to establish the current position within The Ridge PCN relating to social prescribing.

There was also discussion about communications both to the PPG and from the PPG to patients. **Action: Chris to include discussion about text messages on the joint agenda again.** The current position remains that the practice will only send texts to patients about clinical issues. This because of data protection / legal reasons. This really is a lost opportunity because the text system has the potential to communicate with many more patients than other available tools. Is there a way this can be challenged?

With regard to communication to the PPG it would be really helpful if any new service introductions were communicated to the PPG. As an example there is currently an item on the Bearsted Community Facebook page about patients being asked to complete a form delivered by the practice by text attachment. This form is designed to help with triaging. Interestingly the originator was unhappy about the situation but multiple comments on the article praised the value of the system.

Action: Jeannette to contact Sarah Harrison to ask about this system and also to establish if there was any monitoring of the Community facebook pages for such items. (But note that there is a huge number of Facebook postings on the Bearsted and the Downswood Community pages, making the monitoring a time-consuming affair.)

During the meeting Steve noted a high turnover of reception staff which was affecting service delivery and creating a significant training burden. It was noted that the lack of face-to-face interaction with reception staff created a much greater need for quality training.

10. AOB

Jeannette noted that the PPG was no longer operating with an Annual Plan.

Action: Chris to circulate the last plan and terms of reference.

Action: All to review the plan and make proposals for a new one.

Agenda items for joint meeting:

Communications: Is there a way to challenge the inability to send general text messages to all patients.

Social Prescribing: What resources is the practice using re. Social Prescribing so that the PPG can understand how to help.

Training: Could we understand the training programme for new reception staff.

11. Future Meetings

All to note that future PPG-only meetings will be held in the large meeting room from 1130 to 1230 rather than from 1200 to 1300. The joint meetings will continue to be from 1300 to 1400.

PPG 6th October
PPG 5th January

Joint 4th August
Joint 20th October
Joint 19th January 2023

AGM 15th September 2022



BEARSTED PATIENT PARTICIPATION GROUP

Income & Expenditure For Financial Year 2021/2022 - Updated 04/07/22

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