

Bearsted Patient Participation Group

Minutes of the meeting on 9th September 2021 at 1200 at Bearsted Surgery

1. Welcome to those present.

Tony Spice, Goff Norrington, Jeannette Ward, Chris Dobson.

2. Apologies.

Christine Shade.

A note of thanks was recorded to Arlene who has resigned from the committee after giving it tremendous support over the years.

3. Notes from PPG meeting 15th July 2021

Matters arising relating to communicating change to patients:

Jeannette has still to discuss this with Steve. **Action Jeannette**

Future of the newsletter: Publication of the newsletter will be suspended for now.

PCN Proposed Task and Finish Group: **(Complete)** Jeannette had nominated Chris although he is yet to be contacted.

4. Finances

Goff noted that there is £750 in the bank and the only activity had been a donation of £25 in support of the book hunt.

5. Healthy Walking

Chris noted that there continued to be a good turn out for the walks each Tuesday. With two new trained leaders and still not a great deal of holiday making amongst them, it was usually not too difficult to cover the walks. Jeannette acts as reserve if numbers are short. Unfortunately one of the leaders fell on Tuesday 7th but now appears to have recovered. Lou Back, one of the original leaders and who has a key part in the admin of the walks will be leaving the area once she has sold her flat. Sue Eaton has agreed to take on the admin role from Lou.

6. Update from Steve Hodgson

Steve noted that it was still extremely busy within the practice and complicated as a consequence of the uncertainty over COVID, in particular the issue of booster vaccinations. At the time of the meeting there was nothing definitive to report although the practice was working on various contingencies.

There is also uncertainty about when the 'flu vaccinations would be available. However texts will be sent inviting patients to book appointments. The very strong preference is for people to use Patient Access since that will reduce the number of telephone calls that reception need to take. The clinics will be on 9th October, 23rd October and 6th November.

It was hoped that the shortage of bottles for blood samples would be resolved by 20th September.

Steve noted that he was not ready to run any form of patient survey to review the triage system because it was still a work in progress. It was estimated that 30 to 40% of all the calls were related to anxiety and many of them did not need GP input. However the challenge is to ensure that those who really do need GP care can get it amongst the "noise".

There followed a discussion about how the PPG could help with communicating a positive message about the successes the practice is having despite significant challenges.

Jeannette, Goff and Tony would meet and make enquiries with local groups to establish if their platforms could be used.

Jeannette also noted she had been given permission to use the Parish Council noticeboards for communication. Since there were 10 of these she would be asking PPG members to help with distribution.

7. AGM

It was confirmed that the AGM would be on the evening of 7th October at 1900hrs. **Steve was asked to invite one or several doctors.** There would not be any external speakers.

8. AOB

Items for the joint meeting: AGM, availability of £760 in PPG bank account, PCN structure, survey or not survey

9. Future Meetings

PPG 2nd December	Joint 23rd September
PPG 3rd March 2022	Joint 16th December
PPG 7th July 2022	Joint 17th March
	Joint 21st July

AGM evening of 7th October