

MINUTES- JOINT COMMITTEE OF THE PATIENT PARTICIPATION GROUP (PPG) AND
BEARSTED MEDICAL PRACTICE
Held on Thursday 4th August 2022 at 1.00pm at the surgery

1. Welcome and introduction

Jeannette welcomed all to the meeting and in particular Sue Jackson who had just joined the PPG Committee. She apologised for the fact that only three committee members were able to attend due to a variety of circumstances. Within the PPG terms of reference four members need to be present but it was believed the meeting should go ahead. Any decisions of significance would be referred to the remainder of the committee for ratification if necessary.

A little way into the meeting Drs Dolman and Wani arrived. Dr Wani was introduced as a new GP who had joined the practice this week. Dr Wani has trained in East Kent / Canterbury and lived at various times in Abu Dhabi and Ireland.

2. Those Present

Chris Dobson, Dr Lisa Dolman, Steve Hodgson, Sue Jackson, Dr Ammar Wani, Jeannette Ward,

3. Apologies

Terry Armstrong, Goff Norrington, Christine Shade, Tony Spice

4. Minutes from Meeting on 17th March 2022

The minutes were approved by the chair.

5. Matters Arising

Steve to keep Jeannette informed about the timings for the switch to the new telephone system. **Complete**

Jeannette to coordinate a meeting with the new paramedic for inclusion of an article in the newsletter. **There are now two paramedics and it was agreed that an interview / news article would be worthwhile. Sue Jackson agreed to join Jeannette in undertaking the interview.**

Action 5.1 Jeannette to liaise with Steve to set up the meeting.

Steve to ask if The Practice would fund the insurance for The Healthy Walking Group. **Complete. In fact The Ridge PCN will fund the insurance. Chris has submitted a copy of the invoice and the insurance documents but is yet to receive the refund. The intention is for Bearsted to be added to the Headcorn and Lenham insurance when Bearsted's expires in March.**

6. Update on Practice matters from Steve.

The feedback on the new telephone system was very positive in relation to the waiting times and the call back facility. Although, of course, the telephone system has not of itself increased clinical capacity. Steve noted that the previous week was the first since the walk-in clinic was halted that the number of calls had dropped below 100 per day with 150 being more typical. By way of comparison he noted

that exceeding 100 at the walk-in clinics would only happen on 2 or 3 days a year. Thus the call on the surgery had increased by almost 50% over the period.

Steve noted that the next step would be the introduction of a digital triage system. There would be some downsides to this but it would provide a significant opportunity to increase the amount of information gathered for the triage assessment. Whilst this system would not be available to all, it would reduce the number of telephone calls and hence those who couldn't use it would still benefit. There might well be a test environment for the system and the PPG could be involved in the assessment of it. It was agreed that good communication about the change would be essential which led to a further discussion about communication.

Jeannette noted that the PPG could still only access 300 families through the virtual group, an extremely small proportion of the 15,000 patients. She noted that her researches had indicated that some practices were emailing their patients with news letters and Jeannette asked if this could be done at Bearsted. Steve noted that approximately 80% of patients had provided email addresses to the practice and so this represented a huge communications opportunity. It was agreed in principle that the PPG would develop communications with editorial control reserved by the practice, but within those limits all the practice would have to do would be to send out the newsletter. **Action 6.1: Jeannette to continue to develop this idea.**

Steve then provided an update on staffing.

A number of new reception staff have been appointed. The selection process has focused on staff with empathy and engagement skills and not necessarily on NHS experience. He noted that already some gifts had been brought in to recognise the support provided by members of the reception team staff. He noted that training could take up to 12 months. Jeannette asked if it would be possible for some of the PPG committee to meet members of the reception staff during their training. This would provide an opportunity for the staff to hear the perspective of those on the other side of the counter. Steve noted that much of the training is prescribed but that there was to be an in-house session later in August and the PPG would be welcome to attend that for a brief session. **Action 6.2: Jeannette and Steve to coordinate.**

As noted Dr Wani has joined the team and another GP, Mike Hawsley would join in October. Steve noted that the practice is fortunate to have success in recruitment given the number of vacancies in the area. These new members of the team would ensure that the current GP availability remained the same. Dr Godsmark is leaving to join AXA Healthcare. He had asked that his departure not be publicised since he didn't want remaining consultations to be based around his departure. However in the absence of other publicity the Joint Meeting proposed a sincere vote of thanks for his exceptional contribution over many years. Dr Richardson is also leaving the practice to relocate to The West Country, nearer to other family members. Last but not least Gaia Moss has now returned from maternity leave into the role of Healthcare Assistant.

The COVID booster programme will launch on 5th September with care homes and the housebound the initial recipients. The booster vaccinations will all be provided at the practice and will be combined with the influenza vaccinations. The first clinic

will be 8th October and invitations have been sent out. It is likely that further ones will be run on a fortnightly basis. Steve noted that the vaccines will be either Moderna or Pfizer but did not know the composition that would be received. Patients will not have a choice - it will be the one they are offered or none!

7. Healthy Walking update

The Healthy Walking Group is thriving with up to 50 walkers each week. On behalf of The Ridge, Faye Hinsley has agreed to fund this year's insurance with Bearsted moving onto a joint insurance policy with Headcorn and Lenham when ours expires in March next year. A claim plus a subsequent follow-up have been submitted but the reimbursement is yet to be made. The PPG reimbursed the cost of new Hi Viz tabards for the leaders.

It was noted that at the recent Bearsted Fayre several of the GPs had visited the PPG stall and indicated they were not aware that they could "prescribe" the Healthy Walking Group to patients. It was agreed that a new A5 leaflet would be produced to advertise the walks and these could be distributed to the GPs. **Action 7.1: Chris and Jeannette to complete and have the leaflet printed.**

8. PPG Chairs' Update

Jeannette noted she had spoken with Faye Hinsley about the availability of Social Prescribers within the PCN. She had discovered that there is just one staff member with responsibility for coordinating social prescribing across a population of 40,000 patients. It was also noted that there is no Mental Health Coordinator in the PCN. Dr Wani noted they are employed in Canterbury and provide a useful coordination role. Jeannette's researches had indicated that in a number of areas, PPGs were playing a significant role in Social Prescribing and it was agreed she would research further to develop proposals. These could be incorporated into the PPG Action Plan which is currently under development. **Action 8.1: Jeanette to work with PPG Members to develop proposals relating to Social prescribing.**

9. Finance

The financial year for the PPG closed at the end of July so that the accounts can be audited ahead of the AGM in September. The financial statement and supporting bank statement are attached to the minutes. There is a balance of £537.53 in the account. There was no fund-raising in prospect given this balance however it had been proposed that a Quiz Night would be held in March since these were popular with patients and practice alike.

10. AOB

The AGM would take place at 1900hrs on 15th September and it was agreed it could be held in the waiting area. Jeannette asked if the practice could provide a GP speaker to address the audience. The presentation might cover current or

future issues and communicate some the of the challenges that the practice has and will face and the ideas being developed to deal with them. **Action 10.1: Steve to ask amongst the GPs for a volunteer.**

There was no further business and the meeting closed at 1400hrs.

11. Future meetings

PPG 6th October	Joint 20th October
PPG 5th January 2023	Joint 19th January 2023
PPG 20th April 2023	Joint 4th May 2023

AGM 15th September 2022

Attached Financial Statement and Bank Statement to end of the financial year (31st July)



BEARSTED PATIENT PARTICIPATION GROUP

Income & Expenditure For Financial Year 2021/2022 - Yr End 31st July 2022	
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Date	Description	Income (£)	Expenditure (£)
01/08/2021	Balance B'fwd from 2020/21 Accounts	784.68	
05/08/2021	Support to Megan Stickings - Bearsted Book Hunt		25.00
01/12/2021	Easy-Print UK - 50 x A5/A4 Posters		35.00
06/02/2022	Support to Megan Stickings - Bearsted Book Hunt		30.00
13/03/2022	Protectivity Insurance - Bearsted Fayre		26.75
14/03/2022	Recognition Express - Rainbow Bear		25.00
20/06/2022	Easy-Print UK - 250 x A5 Plus 1 x A1 Posters		64.00
23/06/2022	Proceeds from 'Bearsted Bear' Raffle - Bearsted Fayre	60.00	
24/06/2022	Bearsted and Thurnham Fayre - 50/50 Share		30.00
11/07/2022	Reimbursement to Chris Dobsob - Hi Viz Jackets		71.40
		844.68	307.15
NETT BALANCE		537.53	



Account type: **BUSINESS CURRENT**
Account number: **81656564**
Sort code: **51-70-55**
Account name: **BEARSTED MEDICAL PRA**

Transactions

Date: **2nd August 2022**

Your transactions

Showing: **1-Aug-2021 to 31-Jul-2022, All Transactions**

Date	Type	Description	Paid in	Paid out	Balance
11 Jul 2022	DPC	CR & MRS JH DOBSON, HI VIS JACKETS , VIA ONLINE - PYMT , FP 11/07/22 10 , 33152614286512000N	-	£71.40	£537.53
24 Jun 2022	DPC	BSTED & THUR FAYRE, BEARSTED PPG , VIA ONLINE - PYMT	-	£30.00	£608.93
24 Jun 2022	C/R	000015	£60.00	-	£638.93
20 Jun 2022	DPC	EASY PRINT LTD , INVO 20904 , VIA ONLINE - PYMT , FP 20/06/22 10 , 37160250061827000N	-	£64.00	£578.93
22 Mar 2022	DPC	GODFREY NORRINGTON, FAYRE INS & TEDDY , VIA ONLINE - PYMT , FP 22/03/22 10 , 07113451082388000N	-	£51.75	£642.93
7 Feb 2022	DPC	MEGAN STICKINGS , BEARSTED PPG BOOKS, VIA ONLINE - PYMT , FP 06/02/22 10 , 52125025253968000N	-	£30.00	£694.68
6 Dec 2021	DPC	EASY PRINT LTD , INVO 20516 , VIA ONLINE - PYMT , FP 06/12/21 10 , 44155750397684000N	-	£35.00	£724.68
5 Aug 2021	DPC	MEGAN STICKINGS , BEARSTED PPG BOOKS, VIA ONLINE - PYMT , FP 05/08/21 10 , 32110737301491000N	-	£25.00	£759.68

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