

NOTES - JOINT COMMITTEE OF THE PATIENT PARTICIPATION GROUP (PPG) AND  
BEARSTED MEDICAL PRACTICE  
Held on Thursday 2nd May 2024 at 1.00pm at the surgery

1. Welcome and introduction

Sue Jackson in the chair welcomed all to the meeting with a special welcome to Dr Wani standing in for Dr Dolman. She noted that this was the last meeting Steve would attend and, on behalf of the PPG, thanked him for all his help and engagement over the last 5 years.

In response Steve noted that he had enjoyed the very good relationship and the support provided by the PPG as a critical friend over the years.

2. Present

Fiona Brown, Chris Dobson, Sue Jackson (chair), Steve Hodgson, Goff Norrington, Bill Shepherd, Derek Stevenson, Dr Ammar Wani

3. Apologies

Dr Lisa Dolman, Sue Henderson, Christine Shade, Tony Spice

4. Minutes from Meeting on 29th February 2024

The minutes from the previous meeting were approved by the chair.

5. Matters Arising from 29th February.

Action 5.1: Goff to take ownership of the (social prescribing) leaflet and work with Danni on its publication.

Danni was supportive of the idea of producing the explanatory leaflet and had taken it away for review.

Action 5.2: Steve Hodgson to advise the committee ahead of any future videos so that we can have input to the content. Action transfers to Sarah Harrison. Steve noted that a further video was being considered. It would reflect on how the practice has managed through the winter, identify any patterns that might merit a change in ways of working and consider if there was any subject where additional communication with patients would be of value.

Action 5.3: Chris to obtain a photo of Bill at the next meeting. Fiona noted a preference not to have her photo on the website (now happy for photo to be included). Ongoing.

Action 5.4: Chris to check with Tony (if the issue of non-deliverable emails has been resolved with Steve.) Steve had dealt with a short list that Tony had provided and had taken it as far as he could within GDPR regulations.

Action 5.5: Goff to manage the updating of the (signposting and Mental Health for young people) leaflets.

The leaflets had been tabled at the PCN meeting and were to be updated for distribution across the PCN.

**Action 5.1: Goff to continue to update the committee on progress.**

Action 5.6: Steve to progress with the purchase of the coffee machine.

It had finally been agreed a coffee machine would be purchased with support from the majority of staff. It would now pass to Sarah to progress with the purchase.

**Action 5.2: Sue J to work with Sarah to obtain the coffee machine. Goff would then reimburse the practice.**

Action 6.1: Fiona to draft the article (about appointment DNAs) with support from Steve re. the statistics and editorial support.

Complete. Fiona had written the article which has now been submitted to the Community Ad magazine.

There was further discussion about the challenges of always lining up the patient with the clinician for some telephone calls but Steve noted best endeavours were applied and he apologised for the occasions when it does go wrong.

Action 8.1: Chris to renew the (Healthy Walking and PPG liability) insurance and send a receipt to Steve.

Complete. The insurance had been renewed and Chris reimbursed by the practice. For clarity the payment had gone via the PPG account.

Action 10.1: Steve to ask Sarah if, with enough notice, she could switch her days off once a quarter to accommodate the meeting. If not then Sue would make arrangements such that she could attend on a Tuesday.

Complete: With advance notification Sarah will make herself available for the meetings.

## 6. Update on Practice matters.

Steve confirmed that the practice intend to replace him as soon as possible. In the interim Sarah will expand her role somewhat and Dr Williams would manage the finances.

Steve noted that the staff was quite stable at the moment. There is one new receptionist joining. There is a pending maternity leave amongst the nurses but a returning maternity leave should balance this.

Dr Wani noted that the company behind AccuRx has set up an award scheme to recognise practices that have made very good use of the Triage system. Steve noted that the CQC had been provided with information about performance this time last year when things were very stressed. He noted that at one point routine appointments were out to 5 weeks, agreed as unacceptable, leading to a blitz by the doctors doing additional shifts to reduce the lead time. Following the implementation of AccuRx, there are now 60% more patient contacts, appointment lead times are much reduced and it is believed all urgent matters are being dealt with on the day they are triaged.

Dr Wani asked if the PPG would be prepared to provide a paragraph or two in support of the practices self-nomination for an award.

**Action 6.1: Chris to provide a write-up from the PPGs perspective relating to the implementation of AccuRx and provide it to Sarah.**

Steve noted that the recent CQC report had been received, flagged as "good". However the practice hadn't found the exercise very satisfactory with an awful lot of information provided but with very little feedback. he noted that the CQC were evaluating different ways of conducting inspections and this would evolve over time.

Chris reminded the meeting that some time ago it was agreed that the practice would take ownership of the newsletter because they could send it out to a wider audience. The intent was that the PPG would provide input to the newsletter rather than own it. It was agreed this should be discussed further with Steve's

replacement and Sarah.

**Action 6.2: Chris to include the newsletter on the agenda for the next joint meeting.**

7. PPG Update

The main items (leaflets and Community Ad submission) had already been covered. However the PPG raised the possibility of reintroducing the PPG table in the foyer which had been removed at the time of COVID.

**Action 7.1: Sue J to raise this with Sarah.**

There was also further discussion about the waiting area screen. Steve advised that the practice was hoping to recruit somebody into the admin team who could give more focus to the website, the Facebook page and the waiting area screen. The PPG continue to believe that communication with the patients is beneficial.

8. Healthy Walking update

Nothing of significance to report

9. Finance

Goff noted a healthy position (attached). Of the current balance of £1183.01, £300 is to be donated to Heart of Kent Hospice following the quiz night and approximately £300 is for the coffee machine leaving a balance of £500. Goff is keeping this in case the PPG needs to fund leaflet printing but hopes that this will be funded by the PCN. Were that to be the case, then some funds would be available for the practice to spend on additional equipment.

10. AOB

There being no other business, the meeting closed.

Future meetings

PPG 15th April at 1100hrs

Joint 2nd May at 1300hrs

PPG 22 July at 1100hrs

Joint 1st August at 1300hrs.

AGM 2024 5th September. 2024. (Requested to be moved from 13th September due to committee absences.)

PPG 21st October at 1100hrs

Joint 7th November at 1300hrs



BEARSTED PATIENT PARTICIPATION GROUP

## Income &amp; Expenditure For Financial Year 2023/2024 - Updated 29/04/24

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