

Notes - JOINT COMMITTEE OF THE PATIENT PARTICIPATION GROUP (PPG) AND
BEARSTED MEDICAL PRACTICE
Held on Thursday 29th February 2024 at 1.00pm at the surgery

1. Welcome and introduction

Sue welcomed all to the meeting and particularly Fiona Brown as a new committee member who has just joined and Danni Hambrook, the new Social Prescriber for the Ridge PCN. Everyone introduced themselves.

2. Present

Fiona Brown, Chris Dobson, Dr Lisa Dolman, Danni Hambrook (part meeting), Sue Henderson (chair), Steve Hodgson, Sue Jackson, Goff Norrington, Christine Shade, Bill Shepherd, Derek Stevenson,

3. Apologies

Tony Spice, Sarah Harrison

4. Minutes from Meeting on 9th November 2023

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

5. Matters Arising

Action 5.1: Chris to check if Jeannette knows the location of the draft leaflet relating to Social Prescribing.

Complete: Chris now has the pdf version.

After discussion with Danni it was agreed that it would be worthwhile to update and publish the leaflet. Since it was a PCN matter Goff agreed to take it to the PCN meeting and work with Danni on it.

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

Action 5.2: Steve Hodgson and Dr Dolman to brief Dr Mortimer on the discussions around the NHS App (So that he could include commentary on it in his future video). *(This is the issue whereby if a patient is given an appointment because their condition is urgent but it is at too short notice for them and they cannot make it, then they need to begin the process again.)*

Action 5.2: Steve Hodgson to advise the committee ahead of any future videos so that we can have input to the content.

Action 5.3: Chris to send the photos of Sue Henderson, Sue Jackson and Derek Stevenson to Steve. Complete the photos are now on the website and the ex-members photos removed.

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.

Action 5.4: Tony to provide a list (of non-deliverable emails amongst the PPG Virtual Group) for Steve to check against practice records (to establish if these emails relate to current patients).

Steve believes this action is complete.

Action 5.4: Chris to check with Tony

Action 7.1: Chris to identify the location of the master leaflets (Signposting and Mental Health for young people) to begin the process of updating them.

Complete: Pdf versions obtained. Goff agreed to take these leaflets forward to the PCN meeting to discuss their updating and printing.

Action 5.5: Goff to manage the updating of the leaflets.

Action 9.1: Steve to identify any small items that the PPG could donate to the surgery.

At the recent PPG meeting, the committee voted in favour of purchasing the coffee machine for staff as recognition of their tremendous commitment. It was agreed that the practice would purchase the machine and the PPG would reimburse. Staff would provide their own pods for the machine.

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

Action 9.2: Goff to begin organising a quiz night for March 2024.

Complete: The Quiz Night will take place on Friday 15th March at 1900 at The Memorial Hall. Currently there are 10 tables booked with perhaps two more in the pipeline. This leaves the opportunity for two other tables to be added.

6. Update on Practice matters.

The meeting discussed the current situation with no-show appointments. Steve noted that the number was down on the previous year and is approximately 2.5% of all face-to-face appointments versus 5% last year. There is no particular demographic to blame so a specifically targeted campaign is not appropriate. It was agreed that an article could be submitted to The Bearsted Community Magazine and Fiona agreed to draft something. Steve would provide the statistics for inclusion.

Action 6.1: Fiona to draft the article with support from Steve re. the statistics and editorial support.

(Post meeting note. Our contact at the magazine has agreed this represents a suitable article but the submission closure date for the next edition is/was 1st March and so the article will need to go into the following edition.)

The contact did accept a copy of the PPG advertising leaflet and will include a version of it in the upcoming edition.

There was further discussion about the problem of patients missing telephone calls back from the practice. Whilst there are very many ways in which these missed calls might be followed up, against the doctors' workload, none is practical without significantly impacting the number of appointments a GP could accommodate. It remains the responsibility of the patient to make themselves available once they have asked for a telephone appointment.

A presentation was given to the PPG Chairs' meeting about training to help people with IT challenges so that they are not "left behind". Would there be value in pursuing this? After discussion it was concluded that training was probably not the right solution to this particular issue. Dr Dolman noted that many who might be expected to be "left behind" were IT literate and quite happy to make submissions to the surgery via the internet. She also noted that in other situations a family member has helped. Steve noted that there is the iPad in reception and finally the receptionists are able to complete the triage form via the telephone for those who

cannot use IT.

The only other item of note was that Dr Al-Salman has now qualified and is joining the practice as a permanent staff member.

7. PPG Update

The only item of significance was to note that with the arrival of Fiona, Bill and Derek the committee stood at nine members. There is still no permanent chair and Sue Jackson will take on the role for April, May and June.

Sue Henderson had been asked about the transmission of blood test results arising from hospital appointments/ consultations. The enquiry related to a patient being anxious to obtain results as soon as possible and wondered if they were automatically sent to the surgery so that the patient need not wait for a follow-up consultation.

Dr Dolman noted that the straightforward principle is that a result will be returned to the doctor who requested the test. If a hospital doctor/ consultant requested the test then only they would receive the result. She noted that some information such as a hospital discharge letter might ultimately be transmitted to the practice but this would not be before the patient had met with the hospital clinician.

8. Healthy Walking update

The walks continue with typically 30 to 40 attendees. Unfortunately the very wet weather has severely limited the route options for the walkers. The insurance for both the PPG generally and the Health Walk leaders is due in March. Steve noted that the either the Practice or the PCN would reimburse the insurance.

Action 8.1: Chris to renew the insurance and send a receipt to Steve.

9. Finance

Financial update attached. Hopefully the £100 hall deposit for the quiz night will ultimately be returned. The quiz night will likely generate between £400 and £500.

10. AOB

When the request for input to the PPG Committee meeting was posted on Facebook, the only comment made was "Brighten up the waiting area".

Sarah had noted that the joint meetings were always on Thursdays, her regular day off, and wondered if the day could be switched so that she could attend. Chris had canvassed the committee and the only day they were all available was Thursday! Sue H noted that if necessary she could possibly make herself available on Tuesday once a quarter.

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. (Steve noted that Tuesdays is one of Dr Dolman's working days.)

One member noted that having submitted a triage form they very quickly received a text response and a link to make an appointment with a doctor. The link listed doctors and, having made a selection, they noted the appointment was quite some way off. Might one of the other doctors have been available earlier? Steve noted that the doctors are listed in availability order so the one at the top of the list would have the soonest appointment.

11. Future meetings

PPG 15th April at 1100hrs

PPG 22 July at 1100hrs

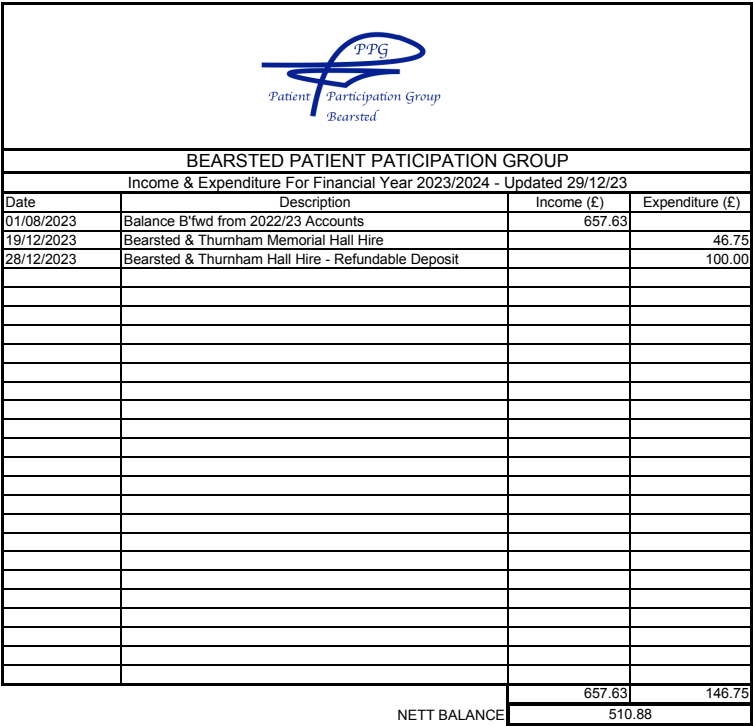
AGM 2024 13th September

PPG 21st October at 1100hrs

Joint 2nd May at 1300hrs (subject to action 10.1)

Joint 1st August at 1300hrs. (ditto)

Joint 7th November at 1300hrs. (ditto)



By PPG Treasurer - Goff Norrington

INDEPENDENT EXAMINERS REPORT:

Francis D Anandappa FCMA, CGMA

Chartered Management Accountant

Date: