

## Bearsted Patient Participation Group

Notes from meeting on Monday 16th October 2023 at 1100hrs at the surgery.

### 1. Welcome to those present.

Tony Spice in the chair for the meeting welcomed those present:  
Chris Dobson, Sue Henderson, Sue Jackson, Christine Shade and Derek Stevenson.

### 2. Apologies.

Goff Norrington, Bill Shepherd.

### 3. New Committee Members

Bill Shepherd and Derek Stevenson had agreed to join the committee. Unfortunately due to prior commitments, Bill will be unable to attend the first meetings.

### 4. Matters Arising from 19th July

Action 4.1: Jeannette to ask the Practice to help with identifying a new Chair.

The Practice had been unable to make a suggestion. Complete

Action 4.2: Jeannette and Tony to meet to hand over responsibility for managing the Virtual Group. Complete

Action 4.3: Members to provide any comments in relation to the Terms of Reference for the PPG Chairs' Committee. Complete. Goff is now attending these meetings

Action 4.4: Obtain photographs of Sue Jackson and Sue Henderson. Complete, although they are not yet on the website!

Action 4.5: Chris to ask Sarah to remove Arlene's photo. Request made but not yet actioned.

**Action 4.1: Chris to send the photograph of Derek to Sarah and to ask once more for Sue Henderson's and Sue Jackson's photos to be added and Arlene Broadhurst's removed. Also to ask for Jeannette's photo to be removed.**

Action 5.1: Sue Jackson to check the viability of circulating communications to parents rather than try for face-to-face meetings. Complete. It was agreed that should a particular communication be developed members of the committee would send it to the "Friends" groups at Madginford, Roseacre and Thurnham schools in electronic format with a request to have it circulated.

Action 5.2: Chris to produce an updated presentation pack if required. Complete (not required to date)

Action 5.3: Chris to send questions about AccuRx to Sarah and Steve ahead of the meeting. (Opening hours for AccuRx and position of a telephone-completed submission within the queue). Complete. AccuRx is available from 0800 to 1600hrs and a telephone-completed form slots straight into the queue.

Action 6.1: Chris to include this (Abnormal blood test results which can be accessed by patients through Patient Access.) on the agenda for the joint meeting. Complete.

Action 7.1: Chris to include a request for an update on The Ridge PCN on the agenda for the joint meeting. Complete (Although Dr Warren was not at the subsequent joint meeting.)

Action 7.2: Chris to include a request for comment on Integrated Neighbourhood Teams on the agenda for the joint meeting. Complete.

Action 11.1: Sue Jackson to research the mechanisms and options for repeat prescription management. It was agreed that members would send to Chris information about how they obtain repeat prescriptions. Chris noted that the medical practice website provides information on how to obtain a repeat prescription. This includes options for on-line, by hand, by post and by email. The postal option allows for having the paper prescription sent back to the patient by post if they include a stamped and addressed envelope.

**Action 4.2: Committee members to email Chris with the details of how they obtain repeat prescriptions.**

Action 11.2: Chris to check with Steve if meetings can return to the Practice.

Complete. PPG Committee Meetings now set for 1100 to 1230hrs on Mondays.

5. Summary of roles of individuals within the committee following Jeannette's departure.

Following the resignation of Jeannette Ward and in the absence of a replacement Chair the remaining committee members had agreed to share out the various roles of the chair amongst themselves. The purpose of this item was to record these duties and to ensure all aspects were covered.

Goff had agreed to be the representative at the PPG Chairs' meetings and also at the West Kent Health and Care Partnership (WKHCP) meetings.

**Action 5.1: Tony had been notified of a meeting on 14th November. He will email the details to Goff and ask Goff to introduce himself as the contact for communications. (If not already done)**

Sue Jackson had agreed to be the key point of contact between the committee and the practice. As a matter of routine she would hold monthly meetings with Sarah Harrison or Steve Hodgson to keep up-to-date. (See AOB).

Tony Spice would continue to manage the Virtual Group email system. Tony noted that it was quite a difficult system to use but it was agreed that we should send out all the minutes of our meetings to this group. The sending of the minutes may or may not elicit responses but we should wait to see what happens. It was agreed there was no need to add specific additional information in the email because the minutes were reasonably self explanatory.

**Action 5.2: Tony to send out the notes from the recent AGM.**

Sue Henderson and Sue Jackson had produced the most recent Newsletter however it was noted there had been near-agreement on the practice taking over responsibility for the Newsletter with input from the PPG since the practice could get to a wider audience. Newsletters would not be prepared as a routine, but only if there was something in particular to communicate.

It was agreed that chairing of the committee would rotate on a quarterly basis. Tony was taking the first quarter through to the end of the year. Sue Henderson volunteered to take the role from January to March and Sue Jackson from March to June. Chris would chair the committee through July, August and September including the AGM.

There was some discussion about the number of committee members. With the appointment of two new members (Derek and Bill), Chris and Tony had bilaterally decided that a committee size of eight was sufficient and that inducting two new members in at the moment was enough. However Goff had noted that having more members meant that the work could be spread more lightly and that succession into the committee officer positions would be easier. There were mixed views on this topic although all agreed that focusing on succession was important and, where it is known that one of the officers is intending to leave, a successor should be identified and trained. In Goff's absence it was agreed further discussion would be postponed until the January meeting when Goff is in attendance.

**Action 5.3: Chris to include this as an agenda item for 15th January 2024 committee meeting.**

6. Action Plan for PPG.

Using the "Aims of the Group" from the Terms of Reference there was discussion about areas of focus for the PPG and whether there were specific actions that should be taken

- To represent constructively the views of registered patients regarding the service provided by the surgery as a whole
- To provide a pathway for communication and promote co-operation between the practice, patients and the wider community for the benefit of all
- To work with practice staff and doctors to improve the overall patient experience.
- To promote the general health and wellbeing of practice patients.

With respect to the first it was recognised that we continue to reach only a small number of patients through the PPG Virtual Group and therefore “representing” the population was difficult. However Christine’s attention to the local Facebook pages did ensure that we could detect trends and issues. This was in fact how the serious unrest amongst the patients relating to access had been noted.

It was agreed that Chris would publicise the PPG Committee Meetings on Facebook asking if anyone wished a (non medical) topic to be raised, they should email the Virtual Group email address or send a private Message to him.

**Action 6.1: Chris to publicise PPG meetings and seek any input.**

With respect to the second, there are a significant number of communication issues and this should be raised at the next joint meeting. (Newsletter, waiting room screen, noticeboards (are they still out-of-bounds?)).

For the third item Sue Jackson keeping in touch on a regular basis would ensure any issues could be raised and discussed.

With respect to the final item it was agreed that we should ask the practice if they had any views on areas where we could contribute beyond the existing Healthy walking Group.

**Action 6.2: Chris to include “Aims of the Group” as an agenda item for the joint meeting on 9th November.**

7. Healthy Walking Update.

Chris noted the group continues to be well attended with 30 to 50 walkers each week. There is a new walker joining almost every week. There are in excess of 160 walkers registered although some are infrequent attendees.

8. Finance Update.

The finances have not changed from the figures published at the AGM.

9. AOB

Sue Jackson had actually held her first monthly meeting with Steve Hodgson on the morning of the meeting. (She had set up to meet with Sarah Harrison but she was ill and Steve kindly stepped in.) Sue provided the feedback from that session:

- The AccuRx triage system was still bedding in but had generally been well received. Via a year to year comparison it was evident that it was allowing a significant increase in the number of patient contacts to be made and it was noted that all triage submissions were seen by a doctor for initial assessment.

- Information from the triage was allowing trends to be identified and resources shifted. For example an increase in patients with concerns about skin moles had been noted and so a special clinic had been set up. There were also “Quick Clinics” set up for dealing with childrens’ coughs and sneezes as the winter months approached. Finally additional late morning appointments had been added because quite often when the response to a triage submission was “yes you need a face-to-face appointment” the patients found themselves unable to respond immediately to come to the surgery and needed a little time to organise the visit.

- telephone wait times had reduced significantly following the introduction of AccuRx.

- On staffing Steve had noted there is a vacancy in reception. He noted there are always huge numbers of responses to adverts but frequently when interview appointments are offered they do not progress. In one particular incident someone had been offered a job and agreed a start date but just did not turn up to work.

- The COVID / Flu clinics had gone very well despite the need for additional form filling. The practice had also been offering drop-in COVID vaccination clinics for non registered patients as they are obliged to do.

- The practice was continuing with Monthly Protected Learning Time for staff as required by the NHS, the majority of the tuition is now on-line.

Sue agreed to circulate notes of this and future meetings with the Practice and of any extra ones initiated as a consequence of a specific need.

10. Next Meetings:

	Joint 9th November at 1300hrs
PPG 15th January 2024 at 1100hrs	Joint 25th January at 1300hrs
PPG 15th April at 1100hrs	Joint 2nd May at 1300hrs
PPG 22 July at 1100hrs	Joint 1st August at 1300hrs. Provisional.
AGM 2024 13th September. Provisional	