

Bearsted Patient Participation Group

Notes of meeting Monday 14th April 2025 at 1030hrs at the surgery.

1. Welcome to those present.

Fiona Brown, Chris Dobson, Sue Henderson, Sue Jackson, Goff Norrington, Bill Shepherd, Tony Spice, Derek Stevenson.

2. Apologies.

None - all present

3. Minutes of the meeting 21st January 2025

The minutes were approved by the chair.

4. Matters Arising from 21st January 2025

Action 5.1: Bill and Fiona to complete the application process (for PPG Membership) and subsequently meet with Tony and Sue J to agree a way forward. **(Complete. Tony did receive notification of the “new” members.)**

Action 5.2 Fiona to coordinate screen and website updating. **(Complete - Fiona thanked Sue H for her efforts in working with Sophie to get the website updated and the waiting room screen operating. Sue noted that Sophie had been very easy to work with and thanks to her are recorded here but will be repeated at the joint meeting.)**

Action 5.3: Chris to include an item on the agenda for the joint meeting to establish if the system (*for managing appointments via the telephone*) has gone live and how we might communicate it (e.g. PPG email, community facebook pages. **(Complete. This was included on the agenda, it has gone live and (on Monday 31st March) was included as an item on the waiting room screen. An A5 leaflet is being prepared which describes the operation of AccuRx but which will also include information on appointment management.)**

Action 5.4: Goff to note that any spare funds from the quiz night be donated towards the crash trolley replacement. **(See below. Complete)**

Action 5.5: Goff to explore the possibility of getting into the Tesco green token charity for this item. **(Goff has submitted an application although it was noted that, if successful, the funds would need to be directed elsewhere because, due to the crash trolley becoming unusable, it had had to be replaced urgently. Bearsted Parish Council had also donated £1000 for the crash trolley.)**

Action 7.1: Fiona to send Chris the Newsletter when approved for inclusion on community Facebook pages and to Tony for the PPG Virtual Group. **(Complete.)**

Action 7.2: Chris to contact the editor of Bearsted Community Ad magazine (again!) to request publication deadline dates so that we can have time to prepare articles. **Dates received and passed to Fiona. (Complete)**

Action 11.1: Goff to provide Chris with a copy of the poster (*advertising the Quiz Night*) when it is produced. **(Complete. Although because of the demand for tables, further publication of the event via the poster was not required.)**

Action 11.2: Goff to test the interest for two per year at the Quiz Night. **(Complete. Given the amount of effort involved and assuming there was no large call for funding, the Quiz Night would be run just once per year. It was also noted that having it during school holidays had not affected turn out negatively.)**

Action 12.1: Chris to include the following on the agenda for the Joint Meeting next week: Publicity for the phone changes re. appointments. Crash Trolley funding. Quiz Night team from the practice. GP nominee to the PPG. **(Complete.)**

5. Feedback from meetings with Sarah.

At Sue's most recent meeting with Sarah she provided Sarah with some of the feedback from the session with the Time to Talk group at Madginford library:

One 93 year old lady had been sent to the Vines Surgery on the Tonbridge Road for an appointment. This was puzzling for those at the session, but Sarah was able to explain. The Vines has a Saturday morning clinic. If there are patients from our practice who really need a GP appointment on a Friday and our surgery is over capacity, there is an arrangement whereby the surgery books them a Saturday morning appointment at The Vines. However, what wasn't made clear to us is that the patients is asked if they are happy about this, can easily get there etc. Typically, the patients referred tend to be younger, often children.

Another issue raised was the waiting time for a routine blood test - Sarah said there had recently been some sick leave and annual leave amongst the HCAs. A newly appointed Practice Nurse is due to start next week.

Financial support from the PPG: The crash trolley was cheaper than expected. However, the practice has purchased a 'grab bag' for use if somebody collapses outside, eg in the carpark, road etc. Also the Defibrillator machine is held together with tape and the Dermoscope funded by the PPG 7 years ago, needs replacing.

Sue noted she had been at the surgery on a Monday morning at 10am and there had already been 152 AccuRx forms received and 154 phone calls dealt with, by 10.45am it was 182 forms. There are now 2 GPs on the triage team on a Monday morning to deal with the volume of requests.

6. Feedback from Chairs' meeting and PCN meetings.

Fiona had been unable to attend the most recent Chairs' meeting but she did note that the meetings may not continue since Gerald Heddel's contract was not being renewed.

With regard to PCN meetings, Goff provided some input on the way in which the PCN was funded. He noted that some of the funding e.g. Capacity and Access funding, relied on all practices within the PCN introducing specific systems and so the fact that Len Valley was not prepared to introduce AccuRx meant that none of the practices benefited from the incentive funding.

The services provided by the PCN are included in the leaflet available on the PPG's table together with an indication of what might be added in the future.

7. Feedback from Talk Time at Madginford Library and other PPG members.

Some of the items have been noted in Sue J's report of her meeting with Sarah. But the meeting noted surprise that the waiting time for routine blood tests had increased significantly. At a previous joint meeting we had been advised that the recruitment of a very efficient phlebotomist had wiped out the waiting list.

Tony listed the items that had been raised with him via the email system

One patient had commented on the length of time to get a non-urgent appointment.

Another had received inconsistent information about getting a PSA test - at first being told he needed a face-to-face appointment but then that he simply needed to put in a request.

One patient noted their inability to attend the COVID booster campaign but then being told

they could attend the catch-up clinic. Could they not have been told of this initially? Chris commented that it was unlikely the campaign would be advertised in this way since patients would probably opt for the most convenient date for them, potentially resulting in the catch-up clinic being as large as the main one. However some clarity is required about whether missing the COVID booster campaign resulted in a message to the patient to book the catch-up clinic. Or whether the patient needed to make the contact themselves.

Another patient had commented on the “tired” state of the waiting room and offered to gather a group together to redecorate it.

There followed a general discussion about the fact that the NHS is changing in a way that means patients need to take greater ownership of their situation and not expect to be chased on all matters.

To give respect to the patients who have taken the time to raise these issue with the PPG, they should be included on the joint agenda to allow the practice to comment. **Action 7.1: Chris to add these items to the agenda for the joint meeting.**

8. Communications update.

The main items about the new leaflet and the website and screen updates were covered earlier in the meeting.

It was noted that the PPG advertising leaflet still contained an incorrect website address. However the main contact point should be the email address. It was agreed that rather than reprint the leaflets with new artwork (expensive), the current leaflets should be amended with a felt-pen strike through of the two bottom lines on the leaflet.

9. National Association of PPGs update.

Nothing of significance. Goff noted the newsletters were not particularly useful and it was agreed that the National association had little to offer and that we should not renew the subscription after the initial year.

10. Healthy Walking Update.

Nothing of significance to report. Attendance continues to be around 40 with a new walker signing up perhaps every other week. The insurance had been renewed. Chris noted that each new walker is asked how they heard about us and with all it has been word of mouth or one of the leaflets. There had still not been a single walker recommended by one of the GPs to join the walk.

11. Finance Update.

See below. Goff noted that although the balance is shown as just £87.71, there is also a £100 deposit held by the Memorial Hall which will remain uncashed as long as there was no damage during the Quiz Night - Goff was not aware there had been any.

The £1000 grant from Bearsted Parish Council will be paid into the account on 17th April. Goff also noted we were shortlisted for the Tesco Green disc scheme but it could be 12 to 18 months before we hear.

12. Update on Quiz Night.

The Quiz Night had once more been a tremendous success. The gross takings were £905 with total expenditure of £161 covering the hall, the prizes and payment to the ladies who run the quiz (who donate the £50 cheque we present them with to Heart of Kent Hospice). It was agreed that holding it in school holidays had, if anything, boosted demand and that it was good to have a daylight start.

13. AOB

Items for the joint agenda:
Thanks to Sophie.

Clarification around the use of The Vines.

Update on Blood Test waiting list.

Are new patients still being pointed to the PPG?

Mechanism for follow-up on missed COVID boosters.

Is there a plan to smarten up the waiting room?

Waiting time for 24 hour blood pressure monitoring kit.

Clarification around obtaining a PSA test - does it need a face-to-face appointment beforehand or is it simply a triage request?

What has happened to the Dermatoscope?

Fiona initiated a discussion about the provision of equipment by the PPG using funds raised in the community. The broad conclusion was that we should focus on items that would improve the patient experience but which might be regarded by the practice as nice-to-have rather than essential

14. Next Meetings:

	Joint 22nd April
PPG 21st July	Joint 29th July
PPG 20th October	Joint 28th October
AGM 11th September at 1900hrs	
PPG 19th January 2026	Joint 27th January 2026
PPG meetings 1030hrs on Mondays,	Joint meetings at 1300hrs on Tuesdays.



BEARSTED PATIENT PARTICIPATION GROUP

Income & Expenditure For Financial Year 2024/2025 - Updated 28/03/25
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