

Minutes of the Thirteenth Annual General Meeting (AGM) of the Bearsted Patient Participation
Group at Bearsted Medical Practice
11th September 2025 at 1900hrs
Draft for approval at the 2026 AGM

1. Welcome and introductions.

Fiona Brown, the chair of the PPG opened the meeting and welcomed everyone. She then asked the other committee members and the representatives from the practice to introduce themselves. Since the last meeting Dr Dolman had retired and her place on the joint committee had been taken by Dr Hannah Warren.

Present from the practice were Drs Andrew Mortimer and Hannah Warren and Practice Manager Sarah Harrison. From the PPG Committee were Fiona Brown (Chair), Goff Norrington (Treasurer), Chris Dobson (Secretary) and committee members Sue Henderson, Bill Shepherd and Derek Stevenson. There were 14 attendees from the PPG group. Fiona apologised to the attendees noting that there have been significant problems with the email system that the PPG uses. Thus some members had not received the invitation and papers for the meeting whilst others had replied to flag their attendance but not had their reply received. It was hoped this would be fixed in the near future.

2. Apologies for absence.

From the committee, Sue Jackson. Tony Spice. From the wider membership Mr Ted Denham

3. Minutes of the last AGM on 5th September 2024.

The minutes of the previous AGM had been circulated with the invitation to this meeting. There were no corrections and the minutes were approved and signed by Fiona Brown.

4. Terms of reference for the PPG Committee.

The Terms of Reference were also circulated with the meeting invitation but had not changed from the previous year. These were approved for the coming year.

5. PPG report.

Fiona Brown gave the PPG report.

She began by recording thanks to Dr Dolman, who has now retired, for all her support for the PPG over many years and then recognising Dr Warren's enthusiasm and contribution as the new practice representative.

The main roles of the PPG are as in the Terms of Reference but the first three of these are about communication. Fiona sees the main roles for the PPG as being to provide a conduit for information and concerns between the patients and the practice and vice versa. Hence the reinstatement of the Newsletter and of the PPG table at the entrance to the waiting room. She noted that there was a good turnover of the leaflets on the table advertising the PPG, Healthy Walking and the various self-help opportunities. Although it was interesting to note that many more PPG and Healthy walking leaflets disappeared from the table than new members joined either.

The PPG also regularly posted an article in the Bearsted Community Ad magazine with the two most recent highlighting the cost to the practice and the patients of no-shows for booked appointments and secondly advertising the PPG to try to recruit new members.

Still on communications, the PPG have been really pleased to see the regular updating of the practice website and the reinstatement of the screen shows in the waiting area which are a valuable source of information to patients. Whilst we try to resolve the issues with the email system it is worth noting that the minutes of all the PPG and joint PPG/Practice meetings are available within the PPG section of the website. The draft notes from this AGM will also be there in the near future.

Fiona thanked people and organisations involved in fundraising which had allowed the purchase of an Emergency Crash Trolley which serves not just the patients but the wider community should an incident occur near the surgery and also a new Dermatoscope for use in analysing skin abnormalities.

There was a lively discussion about the Bearsted Parish Council grant of £1000 for the Emergency Crash Trolley. This was because the trolley came in significantly below the estimate of £1000 to £1200 and the PPG had failed to notify the Parish Council to seek a resolution. Fiona noted that an apology had been given to the Parish Council for this omission. In the event the Parish Council was willing to let the remainder of the £1000 be allocated towards the purchase of the new Dermatoscope.

The PPG is actively represented on the PCN and at NHS Trust level.

The PPG continues to sponsor the Healthy Walking Group (see below) and a sub-group is working with Hannah Warren on the development of a Health Event for later in the year. This in line with the fourth priority within the Terms of Reference - To promote the general health and wellbeing of practice patients.

But the biggest challenge for the PPG is to attract new members so that the group can be more representative of the patient population. Any suggestions towards increasing membership would be welcome. In an attempt to help with this the PPG joined the National Association of PPGs and that group is asking questions of the body responsible for GDPR to establish if medical practices can communicate with patients on non-clinical matters such as whether they would like to join a PPG. We await the answer.

6. Healthy Walking Group.

The Healthy Walking Group continues with its tenth anniversary in March next year. We typically have 30 to 40 walkers each walk which is consistent with last year. The split is roughly 2/3 short to 1/3 longer walk as our clients continue to age with us. We also welcome a new walker on average every other week.

Mr Richard Ash referred back to the question at last year's AGM about whether a walk could begin at Madginford Library noting that the suggestion in the minutes that the logistics made it impractical was not a reasonable one. He questioned whether a walk could be started there once a month and noted that it was not far from the library to Mote Park which could be the location for a walk. He also noted that Madginford is not a separate community from Bearsted and is part of it.

Chris Dobson replied that he had not intended to imply that Madginford was a different

community and therefore excluded from the current walks. In fact there is a large contingent from the Langley area who have been with the walk for many years and there are no geographical exclusions.

He noted that he had discussed the suggestion with all of the other walker leaders and they were not willing to adopt the idea. However if Mr Ash knew of someone who would be willing to lead such a walk, then they should get in touch with Chris Dobson (contact details on the bottom of the Healthy Walking Leaflet) and he would arrange to take them through the Leader Training Programme that the group had developed based on the Ramblers training programme. That individual could then take on the role of Walk Leader for a walk starting at Madginford Library.

7. Treasurer's Report.

Goff presented the Treasurer's report:

Balance carried forward from last year: £694.01.

Total income over the year: £2890.41

Total expenditure: £1539.71

Balance at the end of this year: £1350.70

Income:

There were two main sources of income:

The quiz night at the Memorial Hall in April generated a total of £905 with a net income of £743.36. 98 people attended on 14 tables, the most ever for a quiz night and we had to turn down some requests because the hall was at capacity.

A £1000 grant from Bearsted Parish Council towards the cost of a new Emergency Crash trolley for the practice

In addition the PCN reimbursed the cost of our liability insurance of £191.40

Expenditure:

Quiz night, hire of hall, quizmaster & prizes - £161.64

Public Liability Insurance £191.40

Emergency Crash Trolley £534.83. Thus, as noted above, the residual £465 from the £1000 grant from Bearsted Parish council will be put towards the purchase of the Dermatoscope, projected to cost £990

Various information leaflets at a cost of £445.36: Young Persons Mental Health, Self Help for Better Health & Healthy Walking Leaflets have all been printed this year. All are available on the PPG table at the entrance to the waiting room.

Projected Expenditure

Purchase of the new Dermatoscope for the surgery: £990

Further leaflet printing at an estimated cost of £200 to £300.

Fundraising Plans:

Quiz Night in March/ April 2026

Application to Tesco "Community Support Programme."

8. Surgery Report. Information from the practice.

Sarah Harrison presented an update from the practice. She started by welcoming everyone and thanking the PPG for putting the meeting together. She noted another busy year. AI is being used by some of the medical staff to transcribe consultations between doctor and patient. This has reduced the time a GP needs to spend writing up notes, with the liberated time allowing the GP to be fully involved in the consultation. The product being used, AccuRx Scribe has been fully evaluated against data protection, meeting GDPR standards.

Year-to-date 38,505 patient requests have been processed through the AccuRx triage system - roughly 4000 to 4500 per month. A busy Monday will generate up to 350 requests with the number dropping to 180 to 200 through the rest of the week. For most of the year the surgery is holding to a two week rolling appointment schedule although at the height of winter illnesses it has crept up to 3 weeks, but that is a peak not a norm.

An additional salaried GP, Dr Aisha Shuaibu has been appointed to cover Mondays and Tuesdays. She was with the practice as a Registrar but has stayed on and spends 2 further days working with the PCN frailty team. (See below for Dr Warren's presentation.)

This year in May for National Earth Day the practice posted on Facebook about trying to become greener. There is a wish to tackle paper wastage by encouraging all patients to nominate a pharmacy for their prescriptions so that they can be transmitted electronically. Since May the number of patients requiring printed prescriptions has dropped from 4030 to 3799 - not a massive drop but progress. Sarah urged anyone who has not yet done so to make the switch.

9. Election of officers. Chair, Vice Chair, Secretary, Treasurer

The current officers had all expressed their willingness to stand for re-election at this AGM.

Fiona Brown was nominated as Chair by Mr Richard Ash and seconded by Mr Bill Shepherd. There were no objections and no other candidates.

Tony Spice was nominated as Vice Chair by Mr Derek Stevenson and seconded by Ms Fiona Brown.

There were no objections and no other candidates.

Chris Dobson was nominated as Secretary by Ms Fiona Brown and seconded by Ms Sue Henderson.

There were no objections and no other candidates.

Goff Norrington was nominated as Treasurer by Mr Chris Dobson and seconded by Mr Bill Shepherd.

There were no objections and no other candidates.

10. Talk by Dr Hannah Warren.

Dr Warren introduced herself as a long-time member of the Bearsted Medical Practice

(BMP) but now also the Clinical Director for the Ridge PCN. She gave a short presentation about the potential impact of frailty on an individual's quality of life and longevity.

Frailty is a distinctive health state related to the ageing process in which multiple body systems gradually lose their in-built reserves. Around 10 per cent of people aged over 65 have frailty, rising to between a quarter and a half of those aged over 85. The impact of this is stark, with 48% of patients over the age of 85yrs admitted to hospital dying within a year; 50% losing the ability to complete one or more activities of daily life (ADLs) and an admission to hospital lasting 10 days ages the muscles by 10 years.

Proactive care and assessment with dedicated advanced care planning may prevent some of these admissions and their associated morbidity and mortality. It can be combatted through regular exercise, good nutrition, regular social interaction, the provision of equipment, structured medication reviews and Advanced Care planning.

Bearsted Medical Practice has a demographic different from the national one with a greater proportion of the patient population age group that is at risk from frailty. So what is the practice doing?

The practice is working with the Ridge PCN to create a Frailty HUB. -Practices can refer into the hub and there is a 72 hr turnaround for assessment-with an holistic assessment looking at medical needs, care needs, advanced care planning, and involvement in the wider community. The aim is to-prevent hospital admissions, ensure the patient and carers are supported to live safely and independently, ensure care is coordinated and ensure specific wishes are known, discussed and documented.

The PCN Hub is working with a range of other supporters:

- The PCN Community Pharmacist
- The PCN Dementia Care Coordinator
- The PCN Social prescribing Link Worker
- Involve
- Adult Social Care and Social Services within KCC
- Maidstone Borough Council Housing
- Specialists within NHS Kent Community Health.

Who can the frailty team help?

The team can assess patients with the following needs: end of life care, recurrent emergency presentations to 111, 999 or A+E, multiple falls, social isolation, difficulty with activities of daily living, carer support, memory problems, low mood and anxiety, medication compliance and other complex chronic issues relating to frailty.

The statistics so far:

From January to May 2025 BMP made 104 referrals into the service, 18 hospital admissions were avoided, 21 carer crises were avoided, 3 received Gold Standard Palliative care and 9 received advice and guidance.

There was a 72% reduction in contacts made to the surgery in the 3 months pre and post frailty team involvement.

11. Questions from the members.

There were no specific questions but a number of observations.

One member of the audience wished to commend the AccuRx Triage system.

Another commented that the name of our group - Patient **Participation** Group - can be off-putting because it implies the members have to be actively involved within it rather than being a passive member / recipient of information. Fiona noted her agreement with this comment and would look at whether anything can be done to attract members without them feeling obliged to be active. Unfortunately the name was established centrally and is nationally recognised. However Fiona reiterated that increasing membership was an absolute priority for the coming year.

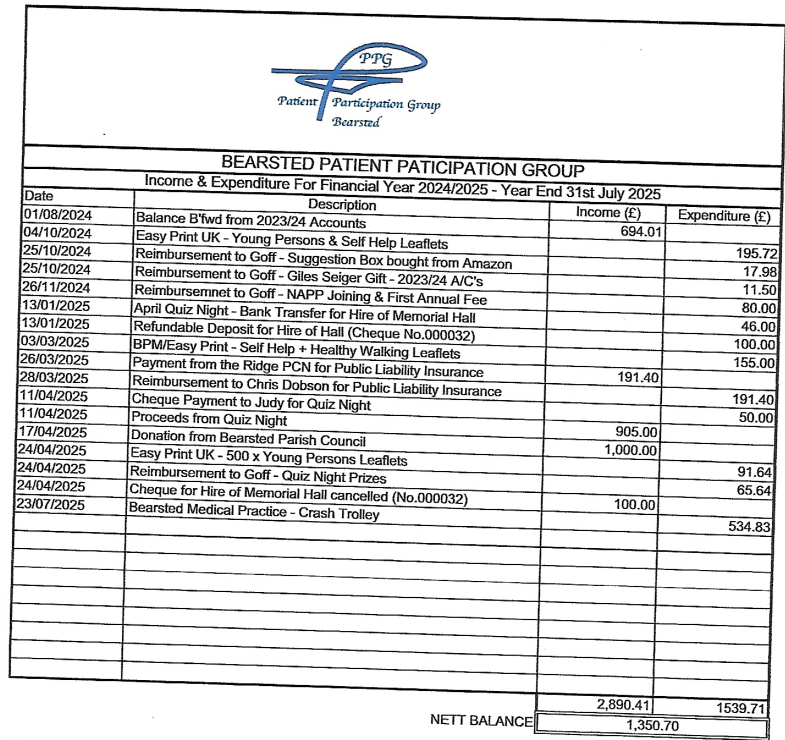
12. Any Other Business

There being no other questions and no other business, the meeting was closed with thanks to the contributors and attendees.

Attachments:

Financial Statement

Terms of Reference



Date:

5th August 2025

TERMS OF REFERENCE OF THE PATIENT PARTICIPATION GROUP

(Reviewed July 2025 for submission to the AGM)

1. Title of the Group

The Group shall be called THE PATIENT PARTICIPATION GROUP (PPG) OF THE BEARSTED MEDICAL PRACTICE.

2 Aims of the Group

- 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.

3 Membership of the Group

Membership of the group shall be open and free to all registered patients and staff at the practice.

4. Activities of the Group

- To gather and provide feedback on patients' needs, interests and concerns regarding their experience of the service they receive.
- Work with the practice to communicate and consult on planned service changes for patients.
- To give patients a voice in the organisation of their care.
- To encourage health education activities within the practice.
- To liaise with other PPGs in the area, particularly those within the Ridge Primary Care Network (PCN) and the West Kent Health & Care Partnership (WKHCP)
- To raise funds where necessary in support of improving the patient experience.
- To undertake such tasks as appear necessary for the furtherance of the principal aims of the group as set out in (2) above.

N.B. – It is not the role of the PPG to handle formal complaints.

5. Communication

The deliberations and workings of the PPG will be communicated in a number of ways:

- Notes of the meetings of the PPG Committee, the Joint PPG/ Practice meetings and the PPG AGM will be included in the Patient Group section of the Practice website and also circulated by email to those who have joined the PPG.
- We will use the Newsletter format for general news items which will be sent to PPG members by email. This will be done on an ad hoc basis when deemed appropriate.
- We will post surgery information on Local Community FaceBook sites from time to time in order to share this more widely in the community.
- The display screen in the waiting area may also be used.

6 The Committee and Officers

- The Group's activities will be organised by a committee of volunteers and invited members. The committee shall consist of not more than 10 members including four officers (Chair, Vice Chair, Secretary and Treasurer). Other members may be co-opted as required but may not have a vote.
- The Committee will endeavour to meet not less than four times annually and is empowered by these Terms of Reference to manage the affairs of the Group and to take such actions as may be appropriate to further the aims of the Group. At the meetings of the committee, four members including one officer shall constitute a quorum.
- The Committee may form sub-groups to focus on particular projects, reporting back to the Committee.
- All Committee Members shall each have one vote at committee meetings and the Chair of the meeting shall have a second or casting vote. Decisions shall be by majority except with respect to proposed alteration of these Terms of Reference when the decision must be by two thirds of all committee members.
- Members of the PPG Committee who have been inactive in the Committee's activities for a period of 12 months and who have failed to attend three consecutive meetings should be considered as having withdrawn from the committee.

7 Annual General Meetings (AGM) and Extraordinary General Meetings (EGM)

- The officers shall be nominated and elected or re-elected annually at the Annual General Meeting which will normally be held in September each year. All PPG members attending the AGM will have a vote. If more than one nomination is received for an Officer position, then a vote must take place. In the event of a tie the Chair at the meeting has the casting vote.

- The Treasurer will present a report of the financial activities during the previous year with a statement of the accounts at the AGM. These annual accounts will be verified by an independent examiner.
- Extraordinary General Meetings can be called with a minimum of 21 days' notice. Notice of the day, time and place will be given via the Practice website, email and advertised on the surgery monitor. A quorum of at least 5 Committee Members is required to enable a vote to take place. A vote would be carried on the basis of a simple majority of those attending with the Chair of the meeting having a casting vote in the event of a tie.

8. Finance

- The PPG will maintain a bank account to manage funds raised.
- Requests to withdraw funds will be made to the PPG Chair. In the absence of a Chair, requests should be made to the Vice Chair and Secretary jointly.
- To release funds, cheques must be signed by two officers of the committee. Nominated authorised signatories are as agreed with NatWest bank, the Chair, Treasurer, Secretary. and Vice Chair.
- The Treasurer shall have access to 'on line' banking facilities. Authorisation for the transfer/ movement of any funds must be given in writing by the Chair or Vice Chair.

9 Governance

- All new members of the Committee must sign a confidentiality agreement with the Practice.
- Terms of reference to be reviewed at least once a year.
- The Treasurer or a nominated Committee member will submit accounts at quarterly meetings.
- To ensure committee members are covered against possible negligence claims arising from accidents at any event organised by the PPG, the Treasurer shall be responsible, with agreement from the PPG committee, for arranging public liability insurance.
- The Medical Practice and the PPG collectively sponsor a Healthy Walking Group whose activities are reported upon at each quarterly meeting. This group also requires insurance to indemnify the volunteer walk leaders. The Secretary is currently the main contact for this group and is responsible for ensuring this insurance is in place. If appropriate this insurance could be combined with the above committee member liability insurance into a single policy.
- In the event of an officer of the committee resigning their position either during the year or at the AGM and there is no replacement nominee, the committee will agree amongst themselves the mechanism for temporary replacement until a permanent replacement can be found.

10 Dissolution

- In the event of the PPG being disbanded or dissolved for any reason, any remaining funds should be transferred to an appropriate organization with charitable status with aims similar to that of the PPG or primary aims to provide community services that promote or protect health and wellbeing to serve residents of the catchment area of this practice.
- If no EGM can be called with an appropriate quorum to formally approve dissolution, any period of inactivity for 12 months, with either no meetings, communications or activity on the bank accounts, will constitute a de facto dissolution of the Bearsted Medical Practice PPG.

Terms of reference approved 16th February 2017, re-approved without change on 22nd February 2018. Amended and approved August 2019. Amended and approved September 2020. Amended and approved October 2021. Amended August 2023 for submission to the AGM. Reviewed and unchanged July 2024 for submission to the AGM. Reviewed July 2025 for submission to the AGM.