

SYDENHAM HOUSE MEDICAL CENTRE

MILL COURT ASHFORD KENT TN24 8DN

PATIENT PARTICIPATION GROUP **Sydenham House Medical Centre**

MINUTES OF PPG MEETING held on 30 April 2015

Venue: Sydenham House Medical Centre

In attendance on behalf of Sydenham House:

Nick Keyte, Managing Partner; Pam Mills, Clinical Governance Manager; Dr E Klim, GP; Susan Smith, Practice Manager of Musgrove Park. Minutes taken: Theresa Hassell, Secretary.

In attendance on behalf of Patient Participation Group:

David C Hooper (Chair), Annie Jeffery, Jan Russell, Ron Carden, George Gilbert, Robert Shilling, Judy Blount, Felicia Achara and Brenda Dunn.

1. Introductions: The group introduced themselves. DCH welcomed the guest speaker, Annie Jeffery, Chair of Charing PPG.
2. Apologies from: Terry Bush, Junetta Whorwell, Mary Banks, Gerald Kingsford, Paul Wood, Patricia Davies, Angela Tippett, Ruth Moore and Val Stokes.
3. Minutes of last meeting were read and approved. They are available to view on the website and in the reception areas of both surgeries.
4. Actions from last meeting:
 - a. Training of Receptionists - Training has been held and this was to reiterate the duties of the receptionist including: to remain polite and keep smiling and not to reflect any negative responses; to oblige patients where/when possible; answer the phone within 5 rings where/when possible; keep patients informed of any changes; keep the reception area clean and clear, and to remain calm & polite with abusive/unhappy patients.
 - b. Touchscreen cleanliness - DCH has witnessed this has been done.
 - c. Additional information for practice website – DCH wants to have more information on it regarding our GPs and nurses. JR said only a few patients look at the website, DCH visits it weekly. NK said this type of information is not the intention of the website. He reported that very few of our patient list visits the website. It does not help the practice and we need to identify what value it brings to the surgery. It is a cost with little benefit and costs about £3000. Discussion was held and NK reported that the website will be restructured in due course and he will look at adding further information. JR added that if appointments are added to the website, it will be visited far more.
The new photos of the Doctors and Nurse Manager on display in reception were praised.
 - d. Involvement of PPG members – see item 11.
5. Update on Sydenham House: NK reported that we have a new full time GP, Dr S Sharafi. She has settled well. Dr B Jeyanthan will return in mid-May 2015 to work at Musgrove Park. NK reported that the managing partners have been looking at the benefits of being a larger medical group of practices that we can manage locally. There are hubs of practices in different areas across Kent and Sussex and it is a management structure that works well. We now have 8 partners spread across our various practices, with new practices also in Chatham and Walderslade and new posts have been confirmed for the whole group as follows:
Jackie Learmont - Nurse Manager; Sue Smith - Service Delivery Manager;
Karen Allwright will retain her role as Regional Operations Manager; Ingrid Cobourn will retain her role as Service Improvement Manager, and Pam Mills retains her role as Clinical Governance and IT Manager.

6. Mental Health in Ashford & Kent: Annie Jeffery spoke to the group about the fractured services for mental health across Kent, the initiation of the Open Dialogue project, the services that she is involved in and the plans to improve the service.
7. Ashford PPG & Ashford South Network Update: DCH reported that the AGM is this evening. He updated the group and discussion was held over the direction and terms of reference for the groups.
8. Minor Ops Clinic – appointment delays: Dr Ali had been absent and this had caused a delay in Minor Ops clinics being held. However this was now remedied. DCH also reported that he could not get an appointment at our in-house ultrasound clinic. PM reported this was due to current full clinics and the synchronicity of our room availability with that of the mobile ultrasound scan company.
9. Friends & Family feedback: NK reported that response to the questionnaires revealed 5-6% of patients are not happy with the service; however 80% of patients are happy. He discussed the results of the previous 4 months that has shown the same kind of figures, and he reported on the variety of comments that were made on the forms. Further discussion was held within the group about national GP recruitment, training, ethnicity, communication, and opening hours across Kent and the UK. NK confirmed the surge resilience scheme held on Saturday mornings was now finished.
10. Internet Access:
Repeat prescriptions update: RC raised a concern that it appears no one is reading the comments made on repeat prescription requests. PM will investigate the specific incident. EK says he happily issues repeat prescriptions early if need be (i.e. to cater for patient holiday).
Appointment booking line: NK advised the group that it is a requirement that we have online access to book appointments from April 2015 and the system will be put in place. Meetings have been held about this and it is a lot of work to implement. Sydenham House will offer book on the day appointments online from 1 June 2015 and access to these bookings will open at the same as the telephone lines to ensure it is fair to all patients. Future bookings will not be available. Patients will need to register from 5 May 2015 and information is on the website. The system will be monitored. Patients will also be able to see their medications, immunisations and allergy information.
11. Involvement of PPG members:
ACTION: PPG to commit to the instigation of a group activity at the next meeting.
Paul Wood sent an email to DCH to say he would like to participate by offering practical help to practice. The water mark on the reception ceiling needs attention and may be a task to undertake. NK discussed the insurance of participating members at the practice. AJ mentioned the involvement of the PPG group at Charing. DCH reported that Wye PPG offer transport services to patients. NK suggested the commitment to a group activity such as a walking group to be opened to the wider patient circle at the next meeting. All agreed.
In response to the action point of the last meeting, it was discussed that perhaps the website/reception could display a notice to patients making them aware and to prevent less urgent attendance. However NK said the CCG and Government need to address this issue with advertising rather than GPs appearing as aggressive or harsh to less urgent patient attendees.
12. Any other business: RS raised an incident regarding a telephone consultation and discussion was held regarding the triaging of such consultations.
Terry Bush asked DCH to raise the topic of GP nomination for the Over 75 plan. Discussion held with PM and group on GP nomination per patient.
13. Date of next meeting: **Thursday 16 July 2015**