

SYDENHAM HOUSE MEDICAL CENTRE

MILL COURT ASHFORD KENT TN24 8DN

PATIENT PARTICIPATION GROUP Sydenham House Medical Centre

MINUTES OF PPG MEETING held on Thursday 28 April 2016
Venue: Sydenham House Medical Centre

In attendance on behalf of Sydenham House:

Nick Keyte, Managing Partner; Dr C Chintakuntla, GP; and Jackie Morris, Practice Manager of Sydenham House and Musgrove Park. Minutes taken: Theresa Hassell, Secretary.

In attendance on behalf of Patient Participation Group:

David C Hooper (Chair), Su Berry, Ron Carden, Terry Bush, Heather Slater, Jan Russell, Patricia Davies, Junetta Whorwell, Val Stokes, and Judith Blount.

1. Introductions: The group introduced themselves.
2. Apologies from: Helen O'Neill, Gerald Kingsford, Angela Tippett, George Gilbert, Brenda Dunn and Sonja Jowrey.
3. Minutes of last meeting were agreed.
4. Actions from last meeting:
 - a. NK creation of poster inviting walks from New Hayesbank Surgery.
NK reported a poster about local walking groups is on display in the reception area and has been there for the past two weeks.
 - b. PPG could take responsibility for Friends and Family questionnaire?
The questionnaire asks if you would recommend the surgery to your friends and family? Discussion was held and it was decided that there was no point in the PPG taking this on due to the comment outcomes always remaining the same and similar reviews being available on NHS Choices. TH mentioned 'iwantgreatcare.org', a trusted site for health care reviews. NK added that Kent and Medway NHS have released a free website and app called Health Help Now to help the public access and find the right treatment.
 - c. PPG Area in Waiting Room
DCH reported he had spoken to patients one morning in reception to obtain their feedback on this topic. It was felt by Dr C and JB that it was a waste of time. Dr C pointed out that people give their opinions only if displeased. DCH added constructive comments can make a difference and cause positive change. Discussion was held on what it would achieve. If the table is there for a specific reason and was project driven i.e. fundraising, then it may have value; otherwise there is no value to it for our patients.
 - d. Website Progress - online prescriptions etc.
NK reported no changes to the website; the plan is to upgrade all the websites. The layout looks good but not sure when it will go live. They will not link to other surgery branches as it was not necessary. Online repeat prescriptions and online appointments via our website are working well. Our software system EMIS offers a repeat prescription and appointment system that we may transfer to in the future. The EPS (electronic prescription service) was discussed.
 - e. Informal meeting with GPs
Raised previously for PPG members to informally meet some of the other practice GPs; it was felt that this was not an effective use of time.
5. What do we want the PPG to achieve over the next year? **ACTION: to structure a plan to widen the group by targeting patients and getting the PPG out to a bigger audience; to arrange a specific project to publicise.** This topic was discussed with achievements and purposes to be planned. DCH advised that PPG guidelines in 2013 stated that the group should implement a communications representative, patient representative, and a clinical representative.

NK said we need to relook at our PPG as it has drifted along a bit. A lot more members are needed from the patient base, not necessarily to attend the meetings, but to be organised into participation by group members that have key roles. An interesting Facebook page/newsletter was discussed in order to communicate with the 20 thousand or so patients that are not actual members. Actions will only happen if projects are arranged that include other patients. Only a small % would become an active user group and it needs to be accessible. Email addresses need to be collected for effective communication as one poster is not effective enough. JW said the PPG has a positive role to play and it is to share information with those patients who cannot come to a group, and the group discussed their own reasons for being members.

6. Update on Sydenham House Medical Group practices:

NK reported that another practice in Hastings may be joining the Sydenham House Medical Group to make High Glades a larger practice of 14,000 patients.

The Medical Group is introducing Nurse Practitioners into the Group practices, they are working alongside Christchurch University and getting NPs placed at Sydenham and Medway surgeries.

Jackie Morris is also Practice Manager at Musgrove Park and is overseeing the team there.

7. Healthwatch Kent Update: JW advised it has been looking at GPs and their appointment systems. There is a project of patients accessing appointments using a triage system. Best practice will be fed back. She advised that New Hayesbank Surgery has implemented a new appointment system that is doing well.

8. Ashford PPG & Ashford South Network Update: no time to discuss this item.

9. What happens if medical assistance is needed on Saturday and Sunday?:

NK advised that the 111 service is used on weekends. Sydenham House is open on Saturday mornings for pre-booked routine appointments.

10. Role of the Duty Doctor: NK explained the role: we have an On Call GP every weekday afternoon, (one of our GPs on a rota). They respond to emergency appointments and any phone call requests received after 12 noon are allocated to them, and the patient is then called into surgery to be seen if it is necessary.

11. Actions /Requests from Open Forum Meeting on 24th March

a. Structural procedure for more information about the complaints we get.

JM advised of procedure for complaints. NK reported approx. 9 written complaints received in 2015; 3 of which were clinical issues.

b. PPG should have a more active role in the Friends & Family scheme?

Discussed at item 4b.

c. PPG awareness to be made available on the electronic notice board in the waiting room

ACTION: JM will arrange for this to be added to the electronic notices.

d. Car service drivers still needed for hospital & surgery appointments

NLS patient transport service is in place for this service in Kent and Medway; we need to focus on what we need at our surgery.

f. Future PPG meetings to be moved to a Tuesday.

This did not suit every member and a vote was held. There was no need to move the meetings to Tuesdays after all, however it may be an option in the future. NK mentioned that evening meetings would require a beneficial reason before he could ask the GPs to attend a meeting after hours.

12. Any other business: The next open forum meeting for patient PPG members only will be held in September 2016.

13. Date of next PPG meeting: **Thursday 28 July 2016 – 12.30pm Sydenham House**