

SYDENHAM HOUSE MEDICAL CENTRE

MILL COURT ASHFORD KENT TN24 8DN

PATIENT PARTICIPATION GROUP Sydenham House Medical Centre

MINUTES OF PPG MEETING held on Thursday 26 January 2017

Venue: Sydenham House Medical Centre

In attendance on behalf of Sydenham House:

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

In attendance on behalf of Patient Participation Group:

David C Hooper (Chair), Terry Bush, Helen O'Neill, James King, Heather Slater, Junetta Whorwell, Judy Blount, Mary Banks, Patricia Davies and Felicia Achara.

1. Introductions: The group introduced themselves.
2. Apologies from: Jan Russell, Val Stokes, and George Gilbert. DCH reported that Su Berry has stepped down from the PPG but would like to join the Virtual Group.

DCH informed the members of the recent loss of our fellow member Ron Carden, a card of sympathy was available for signature and would be delivered to his wife and family. He will be sorely missed.

3. Minutes of last meeting were agreed.

4. Actions from last meeting:

a) *NK to investigate re flu jab text message consent*

NK advised that when patients have given their mobile telephone number to the surgery this automatically consents to SMS text messages being sent to their number; patients can choose to "opt out"; however opting out prevents all text messages being received from the surgery. Therefore the flu jab texts were sent to all patients that were eligible to that vaccination and the system does not allow for patients who wish to pick and choose which text alerts they wish to receive. We do not monitor individual messages. Incidentally about 5500 vaccinations were given in our clinics.

b) *Appointment – patients being turned away from reception and told to call back later*

NK could find no evidence of this incident and felt that this may have been due to a new receptionist or a misunderstanding; the point was discussed further and the ways to make appointments at our surgery was clarified.

c) *Newsletter - discuss later; no original old newsletters found*

d) *Vending machine in patient reception area*

JM was not in favour of a hot drinks vending machine in the patient reception area at either surgery. She felt it was not safe to have one in view of the patient traffic and unsupervised young children, additionally the extra queries to reception when it failed to work etc., and inevitable litter would add to workload. EK was not in favour. NK was neutral but advised that in regard to risk assessment, there was no liability to the surgery e.g.: spills or scalds. There had been no significant request from patients for a hot drinks vending machine. However NK said this venture could possibly raise some PPG funds. The group voted 6/10 in favour for continuation of investigating costs of a hot drinks vending machine for later review. **ACTION: HON to investigate further.**

5. Update on Sydenham House Medical Group:

- Discussion was held on a new App on smart devices that offers the location of your nearest and quickest service for health issues.

- NK discussed the topic of the practice's viability of weekend service opening. Dan Gord is the Nurse Practitioner that is at Sydenham House each day, replacing Dr Andrabi. Dr Menon will be doing more clinics in Ashford, and will eventually be full time at Musgrove and Dr Chintakuntla will transfer to Sydenham in due course.
- The CQC inspection report has not arrived to date; NK's target result is "good". Silver Springs had their inspection before Christmas; High Glades was about 8 months ago and resulted in a "good" result.
- There are new display screens in the reception at Sydenham

6. Questions for our GP: EK answered questions from the members.
7. Notes from the last Open Forum held on 11 January 2017: TB read the points from the Open Forum to be brought up at this meeting.
 - Online prescriptions: JM advised a huge inundation of prescriptions is being experienced and comments do get missed. Topic discussed.
 - P.M. telephone answering: JM advised that the staff are instructed to answer incoming calls as soon as possible as usual. She invited members of the PPG to observe the way the telephone system and reception is run, specifically on a Monday morning so they can see what the staff are experiencing; members were keen to attend and arrangements will be made. This may lead to voluntary assistance from members in future.
8. Healthwatch Kent Update: JW reported that Healthwatch are holding public information sessions regarding the Sustainable Transformation Plan of NHS services. NHS East Kent are hosting listening events on the upcoming changes to local health and social care. During Autumn 2016 the Kent and Medway Sustainability and Transformation Plan (STP) was published to set out the desire to alter the NHS and social care in our local area. This event offers the opportunity to listen and discuss the criteria that NHS East Kent wants to be implementing in East Kent and throughout the rest of Kent and Medway. The date for Ashford area is Friday 17 February 2017, 1-4 pm at Julie Rose Stadium. Registration is needed to attend, to book your place email: info.eastkent@nhs.net
9. Ashford PPG & Ashford South Network Update: DCH briefly discussed these groups. He added that New Hayesbank Surgery is planning a working party to ask their patients what they want from their surgery.
10. Sydenham House newsletter: TH had begun the draft using Word Publisher during office hours. Copies of two versions of the newsletter were passed around to show the layouts to date. NK preferred the A4 version over the A5. DCH and HON will discuss edits with TH next week.
11. Proposed Virtual Patient Group: HON produced a registration form for recruiting patients to the VPG. The website and newsletter may be the first avenues for recruitment.
12. Online appointments – on-going issues: this topic was discussed. NK advised we have about 400 registered online patients. It was noted that online users increase their use of the service by 30% and for this reason we will be considering the implications before a larger rollout is planned. The system works well at this time.
13. More PPG participation in the practice - recruiting: the group discussed this with NK. No immediate plans were put into action.
14. Any other business: DCH asked the secretary to check if some missing members could be contacted when the minutes are sent out to check if they still wish to receive our updates.
15. Date of next PPG meeting: **Thursday 27 April 2017 at 12.30pm** at Sydenham House