

SYDENHAM HOUSE MEDICAL CENTRE

MILL COURT ASHFORD KENT TN24 8DN

PATIENT PARTICIPATION GROUP MINUTES OF PPG MEETING held on Tuesday 20 September 2022 Venue: Sydenham House Medical Centre – 1.00pm

In attendance on behalf of Sydenham House:

Nick Keyte, Managing Partner; Helen Knight, Practice Manager; Alison Stacey, Service Delivery Manager; Emma Hassett, Practice Manager, Matrix Medical Centre.

Minutes taken: Theresa Hassell, Secretary.

In attendance on behalf of Patient Participation Group:

Patricia Watts, John Murtagh and James King.

ITEM	ACTION	
1 9/22	Apologies: Helen O'Neill, Junetta Whorwell, Heather Slater and Mary Banks.	
2 9/22	Minutes of last meeting: Due to lack absence of Chairperson, minutes of last meeting were not discussed or agreed.	
3 9/22	Actions of last meeting: Due to lack absence of Chairperson, actions of last meeting were not discussed.	
4 9/22	<p>Nick Keyte discussed the role of the group and stated that to have an effective PPG, the group needs people that are keen to communicate and give information to the wider patient group. The PPG needs to be part of the Practice and is 'part of the delivery of service'.</p> <p>He spoke about GP demand and patient expectations, about making the system more efficient with clear information and communication of any changes as they happen e.g: about our HCA and inhouse services, and our current appointment systems. He is aware that patients complain about their difficulty getting access a GP call back via phone and eConsults. He reported that it is proven that if this practice offers more daily appointments to patients, then the patients that already contact the GP regularly will book these slots thus enabling themselves to come even more frequently, rather than the slots providing availability to those still requiring GP access.</p> <p>We need a reduction in demand or a massive increase in resources to get a level where making appointments will be easier.</p> <p>We need to target the percentage of patients that overuse the system in order to reduce the need to come into Primary Care. We get unnecessary GP calls and PPG needs to communicate and stress to patients to see the right person, which is not always a GP, and to make an appointment when appropriate.</p> <p>AS mentioned the Social Prescribers service available in each community. These topics were discussed further and it was agreed that Social Media is the way forward for effective communication.</p>	<p>eConsult – is there a way to inform users that the availability is at capacity and no longer available each day? HK to action</p>
5 9/22	<p>Update on Sydenham House Group</p> <p>Alison Stacey introduced both herself and Emma Hassett. She told the members about her role and the link to the Medway medical centres that Sydenham House Group include.</p> <p>AS mentioned that the minutes of the last meeting reported that Sydenham House is consolidating with Hollington Surgery.</p> <p>She told the group that in the next couple of day's communication will come to each patient of Sydenham House and Hollington Surgery via iPlato SMS (mobile phone) message system to inform of the merge of the surgeries.</p>	

	<p>Letters will also go to nursing homes where Sydenham House is the registered GP and the medical centres will adopt the same G code. (an NHS identifier for GP surgeries.)</p> <p>There will also be copies of letters made available in receptions and in GP offices of both practices to inform patients of the merger for those patients who may not receive or are unable to receive the information via SMS message.</p> <p>AS and EH had to leave the meeting to attend another scheduled management meeting.</p>	
6 9/22	Communication/Information: topic for forward plans not discussed.	
7 9/22	Questions for our GP: No GPs were present at today's meeting.	
8 9/22	Newsletter, Healthwatch Kent/APPG and Open Forum meetings: not discussed.	
9 9/22	<p>Any other business:</p> <p>HON had emailed the PPG secretary prior to the meeting to convey her apologies and to inform those present that she had begun a small forum via the internet and is gathering useful comments as well as complaints but will pick it up again after her recovery.</p>	
10 9/22	JK raised a concern about the lack of available car park spaces when he arrived for the meeting. NK reminded the PPG that many practices have no patient parking facilities at all and only offer disabled spaces. The spaces available now essentially cater for the NHS staff working at the practice and we have two disabled bays. JM remarked that staff could be encouraged to cycle to work; we have bicycle bays outside the entrance for patients and facilities for bicycles in the staff garden area.	
11 9/22	JM asked if the meetings can be held as a combination of face to face and Zoom link so there is a combi-meeting in future which will increase availability for members.	AS can action.
12 9/22	JM made the group aware of a Facebook page for Sydenham House that has some derogatory images and reviews.	
	<p>DATE OF NEXT MEETING:</p> <p>PPG meeting: tbc</p> <p>Venue of meeting to be safe, windows open, masks optional. If more than 10 attendees expected, then a change of venue will be arranged.</p> <p>Open Forum: no date arranged.</p>	