

# SYDENHAM HOUSE MEDICAL CENTRE

## MILL COURT ASHFORD KENT TN24 8DN

### PATIENT PARTICIPATION GROUP MINUTES OF PPG MEETING held on Thursday 30 March 2023 Venue: Sydenham House Medical Centre – 1.30pm

**In attendance on behalf of Sydenham House:**

Alison Stacey, Service Delivery Manager; Natasha Carter, Lead Receptionist; Dr C Chintakuntla GP.  
Minutes taken: Theresa Hassell, Secretary.

**In attendance on behalf of Patient Participation Group:**

Helen O'Neill, Deputy Chairperson; James King.

ITEM	ACTION
1 3/23	<p><b>Welcome and Introductions</b> HON introduced herself as Deputy Chair, but not a 'willing one'; however the group needs a leader and she has made efforts to gather support and see that the PPG continues. She asked if we had received any contact from the existing Chairperson Terry Bush; she has emailed him to clarify his status in the PPG. Despite emails to him from staff and HON, no response has been received. It was suggested that if there is no response on another attempt at contact, we should vote a new Chairperson into the role. AS introduced herself; her role is to look after the 9 surgeries of the Sydenham House Group that also covers Hastings and Medway. She joined SHMG in 2015 and was previously practice manager at Matrix Surgery in Medway since 2003. NC is Lead Receptionist and is here to represent the practice manager today.</p>
2 3/23	<p><b>Apologies:</b> Helen Bryant, Practice Manager; Junetta Whorwell, Heather Slater and Mary Banks. Patricia Watts has withdrawn her role as a PPG member. She has retired as she feels the PPG does not get anywhere and now needs to focus on the care of her husband.</p>
3 3/23	<p><b>Minutes of last meeting:</b> Re Meeting held on 22.9.22 HON asked JK to check the last minutes as he was at that last meeting. JK read and agreed them. He asked what was the benefit of SHMP patients merging with Hollington patients. AS explained that the merge was essentially a computer software move; our EMIS patient software contract needed to merge so Hollington became another of our branch surgeries like Musgrove Park, and the benefit to patients means we can offer more GP and nurse appointments at other sites should there be no slots available at their usual branch.</p>
4 3/23	<p><b>Actions of last meeting:</b> HON is still working on the virtual patient forum that she wishes to form, and mentioned to the group the range of conversations she has with patients she has reached including eConsult.</p>
5 3/23	<p><b>Update on Sydenham House Group</b> NC gave update on eConsult system in place in response to query at last meeting where it was asked if there was a way to inform patient users on the availability of the service each day. HON says she is getting patient feedback stating it is closing after a few minutes and does not remain open until 10am as previously thought; it is getting a lot of criticism and can it be improved?  NC stated that management looked into the best way to manage it better and it allows 100 appointment/consults through but then closes. She advised that it will be available from 8.00am each week day and switched off when capacity is met until the following morning. Website information has been changed to reflect this change. She added that Sydenham House does respond to the majority of eConsults the same day, whereas other practices</p>

	<p>state a response within 3 days. AS added information about volume and how the system works. She shared with the group a situation where a PCN (Primary Care Network) have employed a Paramedic to just action eConsults; respond to them or pass them on for GP or admin action accordingly. Discussion was held on the type in inappropriate use of eConsult, how older age patient base cannot use such systems and options in such cases. GP call backs were mentioned, it was confirmed that a GP will attempt to call the patient back twice only that day. Then the patient has to request another call back the following morning.</p>	
6 3/23	<p><b>Communication/Information:</b> HON advised that PPG member John Murtagh had suggested PPG offer Zoom Meetings online to encourage more members to attend online. Were there any objections to this suggestion? There were no objections but GP questions would be required in advance. HON still wants to run the PPG on a tiered system, as in a pre-meeting with members to gather ideas and actions and then to present the agreed topics to the practice at the main PPG meeting. AS could arrange the online meeting logins for PPG members prior to the meeting. This was agreed. HON stated that folk want feedback and appreciate knowing they have been acknowledged and heard.</p> <p>AS advised that improvements to the Sydenham House Medical Centre website were in active development. There will be option to reorder prescriptions and ability to cancel appointments. There will be fact sheets in different languages and new patients will be able to register online. On this new digital platform the practice will be able to add breaking news and should go live end of April 2023. The PPG will be able to have information on the website for member recruitment, minutes etc.</p> <p>She advised we had 52 patients who had DNA'd their face to face GP appointments the previous week. <u>DNA means: Did not attend</u>. This figure did not include telephone callback or nurse appointments. PPG felt this information must be shared on website each week to inform patients and raise awareness. AS advised that some practices log the DNA rate of offending patients and write or phone them to warn that a further DNA may result in their removal from the practice; this could be a way forward for our practice.</p> <p>HON expressed concern about the security and lack of staff presence at Musgrove Park reception when members attended the pre-meeting the previous week. NC apologised for the situation and advised it will be addressed.</p>	
7 3/23	<p><b>Questions for our GP:</b> Dr Chintakuntla arrived at the meeting at 2pm. The meeting paused its discussion to focus on the GP questions so he could return to his appointments. HON asked if we currently have a diabetic nurse. Dr CC explained that nurse Renata Cermakova had left and he told the group the practice is actively looking to replace her with a specialist diabetic HCA, who will liaise with GPs re medication changes (this HCA role will not be qualified to prescribe). He said that in the meantime all practice nurses can help with diabetes queries, yet HON disputed this from her own experience. She stated that she was informed that she needed to speak to a GP to discuss her diabetic issues; she said other patients are also very concerned. Topic discussed.</p> <p>Dr CC was asked about the 7 day rule regarding repeat prescriptions; when can you request reissue of repeat medication? Do you have to wait until you have only 7 days of tablets left – (this can cause issue with pharmacy being</p>	Practice Manager to clarify status of recruitment of diabetic HCA role.

	<p>out of of stock.) Dr CC said patients can request to have repeat dispensing, where 6 months of medication is okayed and patient goes to their pharmacy near the reissue time each month and the pharmacy will be able to download the prescription for that month only from the computer system to dispense to patient, thus avoiding patients making repeat requests to the GP every time. Dr CC left the meeting at 2.15pm</p>	
8 3/23	<p><b>Any other business:</b> NC advised that the reception team have allowance to employ one more receptionist and are advertising for this post.</p> <p>Musgrove Park Surgery: NC advised that Nick Keyte, Managing Partner, wanted to share that regular clinics at Musgrove Park Surgery are now scheduled for GP appointments for the South Ashford patient base. There are also HCA and nurse clinics held there. This branch is still an UTC – Urgent Treatment Centre where patients are seen by appointment arranged by the 111 service.</p> <p>Practice is relaunching Covid vaccination programme from 22.4.23 and slots can be booked on national website for over 75's and immune-suppressed patients This is Spring booster vaccination no 5.</p>	
9 3/23	<p><b>DATE OF NEXT MEETINGS:</b> Pre-meeting-: <b>1.30pm Tuesday 13 June at Hollington Surgery</b> Main PPG meeting: <b>1.30pm Tuesday 27 June at Hollington Surgery</b> Venue of meeting to be safe, windows open, masks optional. <u>Venue is Hollington Surgery, Blue Line Lane, Ashford.</u> NOTE: Car park is smaller than Sydenham; blue badge spaces are available. This venue is to encourage Hollington patients to attend our meeting.</p>	