

**SYDENHAM HOUSE GROUP: SYDENHAM HOUSE MEDICAL CENTRE, MUSGROVE
PARK MEDICAL CENTRE AND HOLLINGTON PLACE SURGERY**

PATIENT PARTICIPATION GROUP MINUTES

(Practice colleagues and PPG members joint meeting)

Tuesday 13 August 2024 @ 6.00PM

Venue: Hollington Place Practice

Attendees - Sydenham House Group: Natasha Carter (Practice Manager) and Chelsea Hodges (Clinical Governance Manager).

Attendees – PPG Member: John May (Chair), Adrienne Lowing, Colin Hulland-Kemp and Carol Boorman (Secretary and note-taker).

Apologies: James King (will be unable to attend any future meetings), Junetta Whorwell, Linda Christie and Terry Bush.

- 1. Welcome and Introductions:** Chair welcomed attendees and introductions were made.
- 2. Apologies as above.**
- 3. Previous Meeting Minutes:** Minutes of 14 May and 3 July 2024 agreed.
- 4. Action Plan:** Members discussed the Action Plan and the outstanding actions. Please see the updated Action Plan attached to these minutes for information.
- 5. Practice Website:** Colin informed the meeting that he had met with Clare Patching (website administrator) to share concerns around the website being outdated and inaccurate. For example, Colin found that there were outdated or not dated policies still on the webpage and in some instances there were no updated links for forms (some forms were dated 2022) and the webpage for Pharmacy First, did not supply accurate information. Colin reported that both Clare and him had a very productive and successful meeting. The updated website is now more accurate and streamlined. Colin will continue to scrutinise the website and was assured by Natasha (PM) that he is welcome to contact Clare to make any suggestions regarding the structure.

Members discussed various proposals relating to the website; one of which was that the number of patient DNA's (Did Not Attend) should be shown monthly to highlight this issue.

Action: Natasha (PM) will investigate to see if DNA numbers can be collated and shared on the Practice website.

Colin also mentioned that on a link for Hollington Place Surgery, it showed GP yearly salaries, although not for the Hollington Surgery GPs per se.

Action: Natasha (PM) will investigate why this information is visible on the website.

A member asked if various clinics could be advertised on the webpage however, Natasha (PM) replied that this is not conducive with the practice protocol, as patients are invited to a clinic, depending on their medical need and/or age.

Adrienne suggested that the Practice should share their successes and good outcomes however Natasha (PM) responded that the website already holds a lot of information. The Practice Partners and Associates do not want to engage in social media such as Facebook either, as previous interactions have unfortunately been very challenging.

- 6. Practice Performance within Kent:** There was a discussion regarding the Family and Friends Survey result for the Practice, as this showed that the Sydenham House Surgery is positioned in the bottom 20 practices throughout Kent. The survey highlighted that the main issue still seems to be patients trying to contact the surgery either by telephone or e-consult and the length of time this takes.

With regards to the telephone system, Natasha (PM) explained that the NHS Integrated Care Board (ICB) are requesting that all Practices offer a call back system to their patients, which will limit the time the patient has to hold on to speak to a receptionist, however the Practice is currently contracted to their telephone system provider for another 4 years, although the Practice is looking to see if there is any support to exit the contract, without having to pay penalties, which will be costly.

Once patients have spoken to a care navigator/receptionist or completed an e-consult, they are contacted the same day by a clinician and either offered a face-to-face appointment or have a telephone consultation. The survey results showed that patients once either having spoken to, or seen a clinician were mostly happy with the service.

7. Any Other Business:

Out of Area Patient

Carol highlighted an issue with a 5-week-old baby who lives out of the area but was staying with family members who are registered at the Practice. The baby was unwell and therefore required a GP appointment however the receptionist advised that the Practice did not register temporary patients and suggested calling 111. Natasha (PM) responded that family members or anyone staying with a patient registered at Sydenham House Practices can be registered as Immediate and Necessary and therefore can be seen by the Practice, or they can call 111, or contact their GP surgery at home.

Action: Natasha (PM) to advise practice colleagues that out of area patients can be registered as Immediate and Necessary.

PPG Recruitment

The group discussed how more PPG members can be recruited. It was agreed to compose flyers/leaflets explaining what the role of the PPG is. These can then be distributed via pharmacies, practice reception areas etc. The practice will print the flyers. It was suggested that nursing staff could share PPG information with patients they see in their clinics at the practice. The group agreed that PPG members voluntarily attend vaccination clinics to support the practice and try to recruit at the same time.

Action: Patient PPG members to compose a flyer for distribution.

Action: Chelsea will ask the nursing staff if they would be willing to speak to their patients about the PPG during their clinics.

Action: Chelsea to advise Carol/John of clinic dates.

Natasha (PM) shared the following information.

- a.) The Practice Pharmacy technician can align patient prescriptions and can also arrange when applicable 6 monthly repeat dispensing. Patients can contact the practice to access this service.
- b.) Saturday GP clinics are still running and are normally held on the first Saturday of the month, these are advertised on the Practice website. Natasha reported that they are very well attended.

- c.) There is to be a new salaried GP joining the Practice shortly and Dr Harry (currently a regular locum) will be a salaried GP after Christmas.
- d.) The physiotherapist is available to book for initial appointments direct. Patients requiring physiotherapy to contact the practice – no GP referral needed for initial consultation.

Chelsea (CGM) shared the following information.

The first RSV (Respiratory Syncytial Virus) clinics will begin in September. The first roll out will be for infants, pregnant ladies (from 28 weeks) and the elderly, by invitation only. The vaccine will be offered to everyone eventually.

Child nasal flu clinics also to run in September (vaccines ordered but at time of meeting not yet received).

There will be several vaccine clinics (flu/covid etc) running through September and October and the PPG will be looking for volunteers to assist with these.

Venue, Date and Time of the next inclusive PPG Meeting:

Sydenham House Surgery, on Tuesday 19 November @ 2pm.

There will be a Patient PPG Meeting prior to the above – date and time yet to be agreed.