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

**PATIENT PARTICIPATION GROUP MINUTES**

**(Practice Colleagues and PPG Members Meeting)**

**19 November 2024 @ 2.00PM**

**Venue: Sydenham House Medical Centre**

**Attendees;**

**Patient Members;** Delene Alouane, Carol Boorman (note taker), Colin Hulland-Kemp, John May (Chair) and Heather & Charles Slater.

**Practice Representatives;** Hayley Budden – Lead Practice Nurse, Alison Durand-Wood – Nurse Manager and Natasha Carter- Practice Manager (PM)

**Apologies;** Carol Burns, Terry Bush, Jenny Carroll, Adrienne Lowing and Junetta Whorwell

1. **Welcome and Introductions;** John (Chair) welcomed attendees and introductions were made.
2. **Apologies;** as above**.**
3. **Meeting Minutes;** held on 13 August 2024 (inclusive) and 8 November 2024 (pre-meet for this meeting, patient members only) both agreed.
4. **Action Plan;** reviewed and updated.
5. **Practice website.**  
     
   Colin reported that he has continued to review the Practice Group website and highlighted that there are still several issues outstanding. The information on the website is not always concise and can be misleading, for example it is not clear if the DNA (Did Not Attend) numbers for the month relate to individual practices or the three surgeries combined or if these numbers include GP and/or nurse appointments. Alison and Hayley confirmed that the DNA numbers relate to the nurse run clinics, as the GP clinics are booked on the day via the triage system. They added that the Practice encourage patients to attend their appointments by contacting them either by telephone or by a text reminder a day or so before.

**Action:**  When the DNA numbers are displayed, the Practice should be clear as to what they represent i.e. all three sites and nurse run clinics.

Colin also reported that the Practice website does not show up-to-date information regarding GP earnings (last uploaded in 2016), which was also discussed at our previous PPG meeting. All GP Practices are required to declare the mean earnings for GPs working to deliver NHS services to patients at each practice.

**Action:** Colin to forward the requirement (from the BMA website) stating that GP Practices must declare their GPs mean earnings to Natasha (PM).

**Action:** Colin will continue to highlight any issues regarding the Practice website to Natasha (PM).

Following Colin’s meeting with Claire Patching in June, there has been no further update on the Friends and Family Test Survey on the Practice website.

**Action:** Natasha (PM) will contact Claire for an update.

Colin also highlighted that the website regarding GPs in Training (Registrar’s) does not have current information and is not complete.

Policies have not been dated and no review date is present.

**Action:** Natasha (PM) to address the above.

1. **Any other Business.**

Charles addressed the length of wait time when ringing the Practice for an appointment, unfortunately this is an ongoing issue, as the telephone system (as explained by Natasha (PM) – see previous meeting minutes) cannot be changed due to contract issues. Charles also added that if a GP asks to see a patient for a follow-up appointment, the patient is not allowed to pre-book and is required to ring the Practice on the morning of the day suggested by the GP and is still triaged. Could the GP requesting the follow-up appointment pre-book the patient in?

**Action:** Natasha will address this issue with the Practice GPs at their meeting and feedback at our next PPG meeting in February 2025.

At the last CQC visit (January 2023) there were 4 areas which required improvement, although overall the rating was ‘Good’. The CQC reviewed the data in July 2023 and concluded that another visit was not required. PPG members asked if the 4 areas which required improvement had been addressed. Hayley and Alison responded that the Practice monitor and encourage uptake of the various clinics, particularly the child immunisation clinic and the cervical smear screening clinic.

**Action:** Natasha (PM) to update at the next meeting the CQC concerns.

The group discussed the lack of disabled parking as there are only two spaces in the Sydenham House Practice car park, although there are a few nearby outside Tesco Express. Natasha (PM) said that she recognises that the markings for the Disabled Parking spaces require re-painting.

**Action;** Natasha (PM) to investigate the possibility of repainting the disabled parking bays.

**Practice Manager’s updates.**

* Two more salaried GPs have been welcomed to the Practice.
* One Advanced Practitioner has also been employed by the Practice.
* The walk-in clinic at Sydenham House is proving to be successful – it runs on the first Saturday of each month and starts at 8am until 11am. Patients are seen on a ‘first come first served’ basis.
* Musgrove has a ‘same day’ access clinic (booked by a clinician via triage system) for half a day from Monday to Friday – which equates to 6 extra appointments per day for the Practice Group.
* Paediatrics have added an additional two 2 appointments.
* Flu, Covid and RSV clinics ran efficiently.

**Next PPG Meetings** – both are to be held at Sydenham House Practice.

PPG Meeting (Patient Group only)

Tuesday 4th February @2pm

PPG Meeting (inclusive – Practice representatives and patient group)

Tuesday 18th February @2pm