

**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)

Tuesday 18 February 2025 @ 2.00PM

Venue: Sydenham House Medical Centre

Attendees;

Patient Members; Delene Alouane, Carol Boorman (note taker), Michael French, Roberto Geonzon, Colin Hlland-Kemp, Adrienne Lowing, John May (Chair), Jill and Martin Simmons, Heather & Charles Slater.

Practice Representatives; Alison Stacey

Apologies; Terry Bush, Jenny Carroll.

1. **Welcome and Introductions:** John (Chair) welcomed attendees and introductions were made.
2. **Apologies:** as above.
3. **Meeting Minutes:** 19 November 2024 (inclusive) and 8 November 2024 (Pre-meet) – both Minutes agreed.
4. **Action Plan:** reviewed and updated.
5. **Practice website.**

Colin highlighted several areas of concern regarding the Practice Group's information shown on the website.

1. Does the Practice analysis the data from the Friends and Family surveys and is this discussed by Practice colleagues? Colin reported that the original information can be found via the Medway site supplied by the ICB (integrated Care Board) and not on local websites.
2. Wednesday is shown to be one of the days of the week that patients have the most difficulty with accessing the surgery. Discussion around if this is because once a month there is staff training (protected learning time) one afternoon. Alison to forward query to Practice Manager.

3. The link regarding further information on vaccines, takes the user to the top of the page. Alison will address this.
4. Colin suggested that the nurse DNA (Did Not Attend) figures should be presented as 'year to date' therefore cumulative (not monthly). This figure should have more of an impact to the patient.

Action: AS to enquire if the practice group discuss and analysis the Friends and Family survey and if it is thought that as PLTs take place on a Wednesday (monthly) this affects the appointment availability.

Action: AS to address the issue regarding the vaccine link on the website.

Action: AS to enquire whether DNA data can be shown 'year to date'.

Action: Colin to continue to forward all queries to the Practice Manager.

6. **Prescription Issues; Medication reviews and use of Apps.**

Medication reviews are yearly, and in some instances, printed on the repeat slip of the prescription that is enclosed with the patients' medications, from the Pharmacy. Patients are not always aware of these notifications and this method does not seem to be used by every Pharmacy.

Some members thought that the Practice should be responsible for inviting patients to have their medication review by contacting the patient direct. Members were also concerned that when they did try to make a medication review appointment, they had to telephone first thing in the morning, wait in a queue and then quite often informed there were no appointments available and asked to call the next day. Members asked for clarification on the process for medication reviews and the guidance put on the Practice website.

Members highlighted that if they have been given a new/different medication and were informed to contact the prescribing GP after 7 days for a follow-up – they have the usual issues regarding getting through on the telephone, speaking or seeing the clinician. (see item 7.)

Alison advised that patients wishing to align their medications can contact the Practice to do so and will confirm how patients can access the service.

Action: AS to clarify the medication yearly review system and for it to be visible on the Practice website.

Action: AS to confirm who the patient needs to contact at the Practice to align their medications.

7. Availability of Appointments regarding patients invited to book.

An issue around booking an appointment when invited to see a GP was raised. Members agreed that if a GP requests a follow-up appointment, either the GP books them an appointment direct (whilst they are having their consultation) or the patient books the appointment at the reception desk. The group understands that the Practice consider that the patient can see any GP, as their notes are on the system, however there was a very strong feeling amongst members that this offers no continuity of care and not being seen in a timely manner could be detrimental to the patients' health and wellbeing.

Action: AS to highlight patient concerns regarding not being able to access an appointment with the clinician that has requested to see them.

8. Alternative process to access request for an appointment – i.e. email

The meeting discussed areas around alternative ways to request an appointment. It was acknowledged that emails would not be viable and the appointment system is still run by triage.

Members discussed that when they ask for a same day appointment, following the triage, they do not know when the clinician will contact them. This is particularly problematic if they are not able to have their telephone at work. Alison responded that the patient could request that the clinician is made aware and the patient can suggest a time when they will be free to speak.

Some members of the group queried how appointments are made at the UTC (Urgent Treatment Centre). Carol said that to her knowledge these were walk in clinics. Same Day Treatment Centre clarification was also requested. Alison will clarify.

Action: AS to clarify the UTC and Same Day Treatment Centre roles and access.

9. Advanced Clinical Practitioners (ACP)

When a clinician contacts the patient, John highlighted that they should be clear when introducing themselves i.e. GP or ACP (Advanced Clinical Practitioner). Alison responded that ACPs had been directed to introduce themselves.

10. Update of telephone System.

Alison reported that there is no change on the position of the telephone system for the majority of the Sydenham House surgeries due to the contract being tied in until 2027. Hollington Place practice is an exception and now has a new system

whereby the patient can be called back rather than wait in a queue, which has received positive feedback.

Alison said that the practice will continue to ask the PCN (Primary Care Network) and the ICB (integrated Care Board) if they have any funds to support exiting the telephone contract that the practice is tied to.

Action: AS to request support from PCN and ICB for funds to exit current telephone contract.

11. Any Other Business

Reception Monitor

The group discussed the benefits of have a working reception monitor in the waiting rooms; It could be used to advertise the PPG, immunisation clinics, opening times (Saturday clinic) etc.

Action: AS to explore the possibility of having a working monitor in reception areas.

Saturday Walk in Clinics

It was brought to the group's attention that when a receptionist /front of house member of staff was asked when the next Saturday walk-in clinic was running, they did not know. These normally run the first Saturday of the month.

Action: AS to highlight to PM that staff should be aware of when walk-in clinics are running.

Photographs of staff members

It was suggested that clinical staff members photographs could be displayed in reception areas, which some members said they had seen at other practices.

Alison responded that she would put this request forward and informed the group that in the Hastings surgery, registration packs were given to neurodiverse patients, and this could be introduced at the Sydenham Group Practice.

Action: AS to enquire as to whether the practice would consider having the clinicians' photographs and their roles displayed in reception areas. AS to explore having the registration packs used for neurodiverse patients available at Sydenham House Group Practices.

Community Car Scheme

John suggested that details of the Community Car Scheme is displayed on the reception notice board.

Invitation for a GP to attend PPG inclusive meetings

The group requested that a GP attends the PPG Meetings on a regular basis. The PPG inclusive meetings are quarterly and members feel that regular engagement between a GP and the patients would be a positive step to share ideas and experiences.

Action: AS to request that a GP attends the next inclusive PPG Meeting.

Venue, Date and Time of next meeting: TBA