

# SYDENHAM HOUSE MEDICAL CENTRE

## MILL COURT ASHFORD KENT TN24 8DN

### PATIENT PARTICIPATION GROUP

#### MINUTES OF PPG MEETING held on Thursday 17 January 2019

Venue: Sydenham House Medical Centre – 12.30pm

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

Jackie Morris, Practice Manager of Sydenham House and Musgrove Park; GP Dr C Chintakuntla.  
Minutes taken: Theresa Hassell, Secretary.

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

David C Hooper (Chair), Patricia Watts, Heather Slater, Peter Taylor, Mary O'Neill, Allan Cavanagh and Junetta Whorwell.

ITEM	ACTION
1 1/19	<u>Welcome &amp; introductions:</u> The group introduced themselves.
2 1/19	<u>Apologies:</u> Pam Mills, James King, Marianne Stay, Dr E Klim, Brenda Dunn (also withdrawn from PPG) and Gerald Kingsford.
3 1/19	<u>Minutes of last meeting:</u> dated 20 September 2018 were accepted and agreed.
4 1/19	<p>Questions to our GP: Due to Dr Chintakuntla having a short amount of time to spare for the PPG meeting, his item was brought forward to the first item. PW asked him about GP movements and CC advised that Dr Klim was moving to Musgrove Park Surgery to work alongside Dr Menon and Dr Jeyanthan; they will have 2 GPs a day. Dr Wolde Amanuel was coming to Sydenham House from Musgrove to work alongside CC and Dr Reza and will be joined by Dr Mallaiah from Medway. Drs Raj, Eze, Mukhopadhyay, Basha, Patel, Verma and Karkera remain as regular GP locums.</p> <p>PT was concerned about GP continuity and wishes to stay with EK. JM advised that patients can be listed to transfer to Musgrove to follow their preferred GP as patient numbers permit.</p> <p>PW asked about GP allocation to existing patients whose GP is leaving and CC advised they are duly allocated a new GP in the practice.</p> <p>PW asked CC about the criteria for GPs prescribing antidepressants to young people and discussion on MH services was held. CC advised mental health services have poor funding nationally and it will worsen over next 15 years with waits for counselling and CBT up to a year; mental health funds are cut as priority is given to operations and cancer treatment. JW spoke about suicide awareness and the benefits of counselling. Sydenham House does not have any inhouse counsellors.</p> <p>Elective orthopaedic surgeries are being done at Kent &amp; Canterbury Hospital now, only emergency procedures are being done at William Harvey Hospital.</p>
5 1/19	<p><u>Actions from previous meetings:</u></p> <p>PPG noticeboards – Now created in the reception areas.</p> <p>Increased patient contact – no progress on internet virtual group. DCH does not know how to go about setting this group up.</p> <p>Telephones, 'call-waiting' to be implemented – JM advised a 'call-waiting' service is very expensive and progress is pending.</p>
6 1/19	<p>Update on Sydenham House Group</p> <p>The group requested that the following was minuted: They were very disappointed and concerned that Nick Keyte had not attended this meeting. JM took queries regarding the item. It was highlighted and officially requested that in future if NK is not able to attend the PPG meetings, that he briefs an attendee prior to the meetings so that a report on the business side of the SHMG is delivered. JM explained that she is not involved in the business side of the group in her role of practice manager. JM advised the</p>

	<p>group that each of the other practices in the group have their own practice managers and their own PPG groups.</p> <p>MON asked for an overall picture/structure of the group.</p> <p>Discussion was held with JM re the surgeries, our GPs, clinical governance of GP allocation and the rheumatology specialist nurse service at Sydenham.</p>	
	<p><i>30.1.19 Nick Keyte commented on the minutes:</i></p> <p><i>I have made it clear on a number of occasions to David Hooper that I do not routinely attend PPG groups across our practices; I am surprised that he has not made the group aware of this point. This role is carried out in all our practices by our practice managers as I am not involved in the day to day running of the practices. The practice managers all have my full support and I do attend PPG meetings if there are significant issues of which they may not be aware.</i></p>	
7 1/19	<p>Special services offered by other surgeries:</p> <p>Information of these can be found on the Ashford Clinical Providers website - <a href="http://www.ashfordcp.co.uk">http://www.ashfordcp.co.uk</a>. This website is regularly updated with service changes; the services offered by other local GP surgeries are many and variable, therefore a printed list is not appropriate.</p>	
8 1/19	<p>Telephone System: - how to cancel an appointment. JM advised that patients can come in to the practice to cancel their appointment if they cannot reach us by telephone. Patients that provide a mobile number get a text reminder that gives them the option of cancelling at the press of a button which is very helpful. We have more receptionists than ever before and all are manning the telephones. No-one is penalised for missing an appointment. PW raised the topic of consistent DNA patients and suggested patients are penalised as they need to take responsibility.</p>	
9 1/19	<p>Rota for PPG noticeboard management: PW raised topic of volunteers once a month to update the PPG noticeboards. JM says she has assigned a receptionist to keep the practice boards in both reception and GP rooms up to date as required by NHS guidelines. AC, HON and PW interested; PW suggested it could be in co-ordination with the receptionist?</p>	PW HON
10 1/19	<p>How can the PPG help the nurses? Before any assistance could be suggested JM will speak to PM to check about this in regard of Information Governance restrictions.</p>	JM
11 1/19	<p>Healthwatch Kent – Update: JW updated the group and mentioned the Public Board Meeting invitation for NICE at Canterbury on 30 January 2019.</p>	
12 1/19	<p>Ashford APPG/Network Groups – update from DCH.</p>	
13 1/19	<p>Newsletter update – no update this month as HON is absent.</p>	
14 1/19	<p>Open forum meetings – minute takers? PW suggested that members take it in turn to take the minutes (except Chair DCH); this point to be raised again at next meeting and for volunteers to make themselves prepared to be called upon when attending Open Forum meetings.</p>	
15 1/19	<p>Any other business:</p> <ul style="list-style-type: none"> <li>- PW says this group is meeting but not practically acting. PPG were not needed for flu clinic last year and were disappointed as they lost contact with patients on those occasions. JM reiterated that PPG can attend receptions to chat about the group any week day without invitation.</li> <li>- Did GPs note any reduction for prescriptions for antibiotics after the nationwide antibiotics advert was televised? PW said it should identify taxpayers' money and the cost of what an appointment is worth at GP and hospital. NHS is not 'free', we pay as taxpayers.</li> <li>- Can our display screens have more information as we show fewer info screenshots compared to other practices? JM advised we have to pick it up from a selection or make screen shots ourselves and these are time consuming tasks.</li> </ul>	
	<p>DATE OF NEXT MEETING: PPG meeting - Thursday 18 April 2019 12.30pm</p>	