

SYDENHAM HOUSE MEDICAL CENTRE

MILL COURT ASHFORD KENT TN24 8DN

PATIENT PARTICIPATION GROUP **Sydenham House Medical Centre**

MINUTES OF PPG MEETING held on Tuesday 13 October 2015

Venue: Sydenham House Medical Centre

In attendance on behalf of Sydenham House:

Sue Smith, Service Delivery Manager & Musgrove Park Practice Manager; Dr C Chintakuntla, GP;
Minutes taken: Theresa Hassell, Secretary.

In attendance on behalf of Patient Participation Group:

David C Hooper (Chair), Paul Wood, Prem Rai, Judy Blount, Brenda Dunn, Jan Russell, Junetta Whorwell, Mary Banks, George Gilbert and Heather Slater.

1. Introductions: The group introduced themselves.
2. Apologies from: Patricia Davies, Su Berry, Val Stokes, Betty Croucher, Terry Bush, Nick Keyte and Gerald Kingsford.
3. Minutes of last meeting were agreed. Sue Smith clarified her work title that was minuted incorrectly.
4. Actions from last meeting:
 - a. Repeat Prescriptions: this topic was discussed; the patient comments are still not always being read causing minor issues. SS commented on synched mediations and CC discussed how prescriptions are issued and authorised. GG reported he was happy with his recent outcome. Further prescription training has been undertaken and the staff are being supported providing better service at reception.
 - b. PPG Involvement - Flu Clinic support: DCH reported on his flu clinic attendance. JW reported she had assisted at an excellent session. Patients were impressed with the smooth system; a positive attitude and good attendance. Thanks were given to the PPG for their support. JW suggested that patients attending the clinics could be given a PPG card to invite them to the group. Further help was requested and BD volunteered for clinic on 24 October. SS explained how flu jab patients are selected and contacted. Letters are too expensive and telephone calls are more cost effective.
 - c. SS reported that Nick Keyte's action on the last minutes to create a poster to invite patients to brainstorm services run by volunteers is pending.
5. Update on Sydenham House Medical Group:
 - SS and CC reported that Musgrove Park has 3 GPs on staff now. Appointments are running well. Flu clinics have been held. Nurse and HCA clinics held at Sydenham House accept Musgrove Park patients for treatment to share the services.
 - Dr S Basha is currently spending time at Chatham surgeries. Dr D Ray is currently practising in Medway at Gun Lane Surgery. Minor Ops clinic is held at Sydenham by Dr S Ali. Other clinics held at Sydenham include ultrasound, audiology and dermatology.
 - Other surgeries in the Group include: Matrix at Hempstead Valley; a single GP run surgery. Luton Road & Tunbury at Chatham and Wayfield – there are plans to merge these into one practice. With the other surgeries High Glades in Hastings and Gun Lane in Strood; this makes the Medical Group the biggest in the South East with about

43,000 patients in all. This has created a cost efficient group enabling services available continually with fewer cuts to services.

- Safeguarding Children and Adults training was held recently – it was an intense training session for safeguarding leads; all GPs have level 1 & 2 training and level 3 training was needed for the clinical leads. Best practice is aimed for; protocols and procedures will be altered to give best practice.
- JW spoke about child protection and communication and discussion was held.
- DCH raised a query from Su Berry about the cleanliness of the 24 hour BP monitor cuffs used at Musgrove Park; SS assured that these are cleaned routinely as per manufacturers' recommendation.
- Diabetes Clinic – the lead diabetic nurse is now Renata Cermakova.

6. Healthwatch Update: Junetta updated the group about Healthwatch and reported the latest news. Healthwatch are recruiting members and need volunteers that go into care homes, hospitals, mental health units etc., to monitor the care and self-care of patients. It is "time to take a part". The Trust is interviewing for a new Chief Executive for acute hospitals. The acute hospitals are in debt, budget deficits will happen and as a governor of the Trust, JW is concerned. The 3 main hospitals are in special measures, if the Dept. of Health /NHS England do not give more money, services will be cut.
7. Ashford APPG & Ashford North Network update: DCH gave an update of his recent attendance at these groups.
8. Online appointments: This system is working well, will be left as it is and will be reviewed in 6 months. SS explained she can monitor what staff are dealing with via the patient software programme. Discussion was held on what improvements could be made at reception when the queue builds up.
9. Additional meeting for patient members only: DCH reported that Terry Bush had proposed a PPG patients-only meeting to be held at Sydenham House. SS and the group felt that this was a good idea and discussion was held. It is proposed PPG members could arrive 30 minutes earlier to hold their own meeting before practice staff joined them.
10. PPG Involvement: SS suggested a PPG area in the practice reception, perhaps with a desk and chair to be manned by a PPG member in order to promote our surgery, our services and provide local information such as Healthwatch, food banks, help groups, patient surveys etc. She said the PPG are a powerful group representing 1/9th of the population of Ashford. Patients need to be heard; it will create a closer relationship with staff, GPs and patients. The group members are 15 patients out of 14,000 from Sydenham and Musgrove that were able to enhance the patient voice. Interaction now needed due to non-activity and the PPG need to be proactive here and at Musgrove Park. The group should be dedicated to supporting the surgery and not have time spent on personal issues. DCH suggested this could be discussed at their own meeting. DCH said the group would like to meet all the GPs and know who the practice partners are.
 - Walking group: there are walking groups already and enough in the locality to join rather than to start another.
11. Any other business: There was no further business.
12. Date of next meeting: **Thursday 28 January 2016**