

SYDENHAM HOUSE MEDICAL CENTRE

MILL COURT ASHFORD KENT TN24 8DN

PATIENT PARTICIPATION GROUP **Sydenham House Medical Centre**

MINUTES OF PPG MEETING held on Thursday 16 July 2015

Venue: Sydenham House Medical Centre

In attendance on behalf of Sydenham House:

Nick Keyte, Managing Partner; Pam Mills, Clinical Governance Manager; Dr E Klim, GP; Susan Smith, Service Provisions Manager. Minutes taken: Theresa Hassell, Secretary.

In attendance on behalf of Patient Participation Group:

David C Hooper (Chair), Terry Bush, Mary Banks, Ron Carden, Val Stokes, Brenda Dunn, Jan Russell, George Gilbert, and Junetta Whorwell.

1. Introductions: The group introduced themselves.
2. Apologies from: Gerald Kingsford, Angela Tippett, Judy Blount, and Patricia Davies.
3. Minutes of last meeting were agreed.
4. Actions from last meeting:
 - a. News of website restructures: NK reported the medical group are awaiting mergers with new surgeries and introducing websites for them first, and then modifications will be done to our website.
 - b. Online repeat prescription issues: Pam Mills and Ron Carden discussed this topic. RC felt communication was poor; he said the messages that patients add to their online prescriptions are not being actioned. PM explained the procedure of repeat prescriptions. PM will re-train medicine management to staff so comments are actioned and the destination of prescriptions can be changed as necessary. RC's issue will also be investigated. Jan Russell was also concerned that the administration was not very good at the practice. Val Stokes reported that the service has worked well in her experience and was thankful for the prescriptions to her home when it was necessary. NK said the practice issues on average 20,000 items a month on prescriptions, it is a significant part of our work and the feedback is useful.
 - c. GP nominations for over 75s extended: PM reported all patients are to have a nominated GP now; it is in our GMS contract (General Medical Services) to allocate at GP to each patient. PM explained the allocation procedure and said it can be changed if needed. The allocated GP does not mean the patient has to see that GP. NK discussed the reason for allocated GPs, it serves administration purposes – to be responsible and accountable for medication reviews for example. Discussion was held within the group.
 - d. PPG involvement – see item 9
5. Update on Sydenham House: Sue Smith reported that more patients from Musgrove are needed to join the PPG. Ways to encourage this were discussed and perhaps DCH will visit and speak to patients in reception. Dr B Jeyanthan has started practicing at Musgrove and is a welcome addition. NK reported GP recruitment is a problem as a whole nationally and GPs want locum posts as opposed to full time posts. Dr Klim reported it takes 10 years to train as a GP and a quarter of the GP workforce will retire in the next 10 years. In future roles of pharmacists in house is a possibility. We have Dr K Wogu practicing as a locum at Sydenham House.

6. Healthwatch Update: Junetta updated the group about Healthwatch and reported the changes affecting our locality; including the service cuts that have been implemented in order to release funds for new services such as mental health.
7. Ashford PPG & Ashford South Network Update: DCH reported on the outcomes of the two recent meetings of these groups. He shared information about Sk8side which has a self-harm advice point by the Stour Centre for young people aged 11-25, and also the setting up of the Wellbeing Café in Ashford by 1 September 2015 which will be somewhere for people to meet and share their problems. This is an Ashford CCG initiative and there may also be one set up in Tenterden. DCH also gave out copies of a letter from the Ashford CCG that are planning a campaign to promote self-care for minor ailments to the general public, it outlined the costs of medicines for minor illnesses that the CCG spent in 2014.
8. Internet Access - appointment online booking progress: NK reported that the internet appointment access is excellent at this time. We currently have 170 patients registered for online access and they can swiftly book with ease. However a larger audience will mean all appointments are taken and NK wonders if the system is robust enough to cater for many thousands of users. Discussion was held on its potential for the future. This is not a pilot scheme as the GMS contract obligates us to offer it. JW reported she has never had a problem getting an appointment anyway and complimented our service. Internet access is currently not available at Musgrove.
9. PPG Involvement & group participation: **NK TO ACTION: a poster to invite patients to a meeting specifically to brainstorm services run by volunteers such as Open Days.**
NK said we could be a meeting point for walking groups. We need volunteers from PPG to assist with flu clinics in the autumn again. DIY/decorating offers would be welcomed, as any saving to cost of improvements to the practice building means the funds can be poured back into medical needs of the practice instead. Any PPG involvement would mean committed volunteers to ensure the event/exercise ran efficiently. Discussion was held as to whether we could do an Open Day on a Saturday such as a Diabetic Open & Check Day where a local dietician could attend to advise patients alongside diabetic nurse checks being offered. NK stressed that if the event arranged is 'value added' then it is worth doing, but if it is just for the purpose of 'ticking a box' to say we do this, then the value is lost. We will display a leaflet in our reception area of organised walking groups in the area for the information of patients. JW raised the topic of how to motivate PPG members and discussion was held. DCH asked if the group would consider a 7pm meeting and it was decided that lunchtime suited most current members.
10. Any other business: Mary Banks raised a recent incident whereby her MRI result was not sent to the physiotherapist and resulted in wasted time and appointments; this is now resolved. This point will be noted by the secretarial and administration team.
11. Date of next meeting: **Tuesday 13 October 2015**