

SYDENHAM HOUSE MEDICAL CENTRE

MILL COURT ASHFORD KENT TN24 8DN

PATIENT PARTICIPATION GROUP MINUTES OF PPG MEETING held on Tuesday 30 January 2024 Venue: Sydenham House Medical Centre – 2.00pm

In attendance on behalf of Sydenham House:

Natasha Carter, Practice Manager; Alison Stacey, Service Delivery Manager.

Minutes taken: Theresa Hassell, Secretary.

In attendance on behalf of Patient Participation Group:

Adrienne Lowing, Gerald Kingsford, Terry Bush, Colin Hlland-Kemp, Carol Boorman, and James King.

ITEM		ACTION
1 30/24	<p>Welcome and Introductions: Meeting commenced at 2.00pm. Alison Stacey led the meeting in the absence of a Chairperson. Introduction of managers to the members.</p>	
2 30/24	<p>Apologies: John May and Junetta Whorwell.</p>	
3 30/24	<p>Minutes of last meeting: Minutes of meeting 28.9.23 agreed.</p>	
4 30/24	<p>Actions of last meeting: Actions of last meeting 28.9.23:</p> <ol style="list-style-type: none"> 1. Request for consideration of loop music or information podcasts to play while patients are on hold when phoning into GP: AS advised she has asked for funding from the ICB to get queue holding/phone call backs and to also find out costs for hearing podcasts instead of music whilst in phone queue. 2. NC advised the phone line allows 50 patients onto the queue only, it will give an engaged tone if over 50 patients are waiting. The phone system should not cut off any patient; there is no apparent technical reason why this would happen; it is not a function of the system, and reports of this happening are minimal. 3. Posters have been placed in all reception areas to invite new members to the PPG; texts were also recently sent out to a catchment of patients inviting them to join PPG. <p>Colin noted that the PPG minutes on the PPG noticeboard at Sydenham House were not current. Plan ahead is for PPG member(s) to manage the boards with useful updated information to share with patients in the future.</p>	<p>NC/TH to update the PPG boards until PPG officer can manage</p>
5 30/24	<p>NC advised that Sydenham House Group are part of the Same Day Access Service. Winter funding 2024 Same Day Access was put in place at Musgrove Park from Dec 23–March 24 offering F2F appts, supporting overwhelmed practices that have no slots left.</p> <p>We now have 1 GP or ACP clinician at both Hollington and Musgrove Park each day. We have employed another Advanced Clinical Practitioner (ACP) called Lindsay Wells; Paul Beveridge and Ray Furr are in this role here already. We also have employed a First Contact Physiotherapy Practitioner called Miron Yordanov; he has own clinic here that can be booked into and offer patients more appointments.</p>	

	<p>We are employing another Pharmacy Technician; Simon Abraham is in this role already. This helps with medication reviews and patient medication queries, freeing up GP time.</p> <p>TB asked about the role of ACP; do the ACPs make patients aware that they are not a GP when speaking to a patient. Discussion was held; TB stated patients think they are being treated by a Dr when they are not. TB stated that patients feel deceived/betrayed and as a consequence there are problems.</p> <p>NC advised they are not titled as Dr, they do not replace GPs; they are an addition to GPs and have defined roles in the practice and are overseen/guided by Lead GPs. They do not see pregnant patients, children under 2, nor prescribe Controlled Drugs.</p> <p>NC stated ACPs introduce themselves to each patient and do not state they are a Dr. The GPs do feel the benefit of 3 ACPs – it offers 75 more appointments if all 3 are in per day, offering more access to primary care for our patients.</p> <p>The visiting speaker Jodi McIntosh spoke about the role of Associate Practitioners and the training they receive to make them competent in the role they are given. It was opinion of practice that they are a positive and valued addition to a practice.</p>	PPG to consider ways to educate our patient base about the roles of our ACPs and improve patient confidence and faith in their area of knowledge and expertise
6 30/24	<p>Inhouse services: AS explained that our practice has many services that patients can access; these services are implemented by manager Ingrid Cobourn, and AS manages these inhouse services when up and running. We have inhouse Audiology, Dermatology, Steroid injection, womens health, among others. We have for example community Social Prescribers, and Child Wellbeing services, that GPs refer patients onto, who have a wealth of knowledge, more than a GP could source and keep up to date with, hence these services are vital and a benefit. We also have cancer care coordinator and Mental Health coordinator to support patients remotely.</p>	
7 30/24	<p>Visitor Talk: Xyla Health Wellbeing – Type 2 Diabetes Remission TD2R Jodi McIntosh showed a detailed and very informative presentation about this NHS low calorie diet remission programme. She gave information on the NDPP NHS diabetes prevention programme. Jodi also advised Accredited CDP course for health professionals.</p> <p>After the presentation PPG members discussed event. AS confirmed this Practice is supporting this programme and plans a clinical meeting with GPs to see presentation and discuss further roll out for our patients not already engaged in the programme. AS requested feedback from PPG - it was felt the presentation was too long for a PPG event but valuable information.</p>	AS/NC to arrange.
8 30/24	<p>Any other business: AS asked PPG which other speakers/specialties to invite: AL stated social prescribing. Discussion held about group going forward, communication between members, open forums, signing declaration of data confidentiality, core members, nomination and election of PPG officers. NC asked for PPG volunteer(s) to attend reception area occasionally to help</p>	AS to invite social prescriber to meeting. PPG to go through website and

	<p>teach patient about online prescription requests for example and to go through our website to give us feedback from a patient's point of view.</p> <p>AS asked if PPG would like own NHS email address, decision was positive.</p> <p>Meeting ended 4.45pm.</p>	<p>give feedback on what is good/needs update etc</p> <p>AS to arrange NHS email for PPG</p>
	<p>DATE OF NEXT MEETING: PPG meetings are usually held quarterly. The date of the next meeting will be arranged for May 2024 – date to be confirmed. PPG meeting: tba Venue of meeting to be safe, windows open, masks optional. If more than 10 attendees expected, then a change of venue will be arranged.</p>	