

SYDENHAM HOUSE MEDICAL CENTRE

MILL COURT ASHFORD KENT TN24 8DN

PATIENT PARTICIPATION GROUP **Sydenham House Medical Centre**

MINUTES OF PPG MEETING held on Tuesday 27 June 2017

Venue: Sydenham House Medical Centre

In attendance on behalf of Sydenham House:

Dr C Chintakuntla GP, and Pam Mills, Clinical Governance Manager. Minutes taken: Theresa Hassell, Secretary.

In attendance on behalf of Patient Participation Group:

David C Hooper (Chair), Terry Bush, Mary O'Neill, Maggie Heaton, James King, Heather Slater, Junetta Whorwell, Judy Blount, and Felicia Achara.

1. Introductions: The group introduced themselves.
2. Apologies from: Nick Keyte, Jan Russell, Mary Banks, Helen O'Neill, Gerald Kingsford, Brenda Sargeant, and Paul Wood.
3. Minutes of last meeting dated 26 January 2017 were agreed. An Open Forum meeting had been held instead of the April 2017 PPG meeting. Minutes had been taken by Terry Bush and copies had been circulated to the members prior this meeting.
4. Actions from last meeting:
Vending machine – this is a definite no and no further discussion will be held.
There is a staff only water cooler that, in previous very hot temperatures, has been moved to the patient reception area for the benefit of patients and visitors.
Newsletter and Virtual PPG – Helen O'Neill has sent a request via the Chair: Please could anyone immediately take over the running of both, or either, of these projects until further notice? This is in view of her ongoing illness and subsequent absence. Please could members consider this request and get in touch with the secretary. A little experience of word processing/IT would be necessary. If there are no volunteers, the projects will be put on hold until Helen can resume. As the PPG newsletter is an instrument in conveying PPG news and cascading relevant information to the patient base, Junetta had contacted Claire Doran at the Kent Community Trust regarding their own virtual newsletter with a view to obtain advice on its coordination and delivery; she has passed her contact details to Helen and can also pass these onto any member who wishes to take over the newsletter.
5. Update on Sydenham House Medical Group:
Pam gave an overview of the surgeries in the Group:
 - Brompton Medical Centre, Gillingham. This practice has just passed its CQC inspection, scoring a result of 'Good'; since the Group took over the management less than a year ago, we have brought them out of 'Special Measures'.
 - Silver Springs Medical Centre, St Leonards on Sea, Hastings. This practice is in 'Special Measures', and is expecting its next CQC inspection in about September 2017.
 - High Glades Medical Centre, St Leonards on Sea, Hastings. This practice is going well.
 - Sydenham House and Musgrove Park, Ashford. Our next CQC follow up inspection should take place in August or September, to review the actions put in place since their initial inspection in October and November 2016.
 - Wayfield Medical Centre, Chatham. This practice has a new practice manager.
 - Gun Lane Medical Centre, Strood. This practice is doing well.
 - Matrix Medical Centre, Chatham. This very small practice shares premises with Luton Medical Centre. Matrix is due its first CQC inspection this year.

The question was asked - Is this practice on a sound basis? CC advised that we have a bank of Locums at the moment, but we need more salaried steady GPs; we have three GP vacancies across the Group; 1 here, 1 for Medway and 1 in Hastings. We have been interviewing Nurse Practitioners. We have four full time GPs, one part time. Stress is very high in a GP role and Locums do far less of a GP role but cost far more. Clinicians want to work differently now and have a different lifestyle, they do not want to become Partners and hold full time posts (full time GP is 4 days), there is a behaviour to Locum, emigrate, or work part time posts. It is a problem nationally.

Junetta added that the PPG need to act as an educator to the patient base; to prevent non-essential GP appointments, to provide emphasis on prevention information, and enhance wellbeing awareness. There is also a "One You" shop in Ashford Park Mall shopping centre that provides free support and advice on a range of lifestyle issues. *One You is a national Public Health England health campaign which aims to encourage adults to take control of their health by making small lifestyle changes which have health benefits now and in later life.*

6. Questions for our GP: Dr Chintakuntla answered questions from the members that included the topic of the new triaging system held at Sydenham. CC felt the service worked very well and sorted through patients that did not need to be seen face to face; reducing the need for patients making unnecessary GP appointments where telephone advice would suffice. He assured the members that any patient that needed to be clinically seen was offered an appointment from this triage screening.
7. Results of CQC inspection: PM advised that the CQC panel differed between Sydenham House and Musgrove Park inspections and discussed the outcomes and actions required to be taken before our review later this year. This included that our complaints procedure was not robust enough, so paperwork has changed and changes made. More audits were needed and these have now been altered and more audits are done. Topic discussed and how report is scored.
8. New appointment system – update: A new appointment and triage system has been implemented at Sydenham House. It was changed as patients reported that they did not like the previous system. The new system was discussed with PM in detail and she said this system is in place to cover all eventualities. It was asked why each patient has an allocated clinician and PM advised that the government requires this allocation. She felt the system works better and feedback is needed from patients. Online slots are going quicker each day, and NHS England requires the practice to have a 10% take up of online registered users, rising to 25% next year. She advised that the GPs do a triage rota and our GPs see a minimum of 31 patients each per full clinic day. Text message reminders have been a great asset. JW informed that Healthwatch are also aware that complaints about not getting appointments are a widespread problem over Kent practices.
9. Telephone response time: Terry Bush reported that he attended the practice one morning and found it very illuminating to observe how the reception area functions. The phone lines ring constantly, there were 3 receptionists allocated just to answer the phones in the morning, with calls of patient queries, some calls were for non GP related issues. He noted all the receptionists work very hard, and that they still undertake their other daily tasks with the constant noise of the phone ringing which in itself is a challenge. At no time is a phone not being answered, therefore if you are waiting for it to be answered, it means a different call is being answered and not being ignored.
10. Repeat Prescriptions: an Audit was undertaken by the Medicines Management Team on a quiet week in May, the data was collected by the staff, MMT and PPG. The PPG's input was massively helpful and thanks were conveyed from the MMT to their assistance. Pam gave the results to the members. There will be changes implemented on repeat prescribing and details will be cascaded when they are finalised

Patient Feedback	Very	Satisfied	Frustrated	Unhappy
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	Happy %	%	%	%
Information leaflets on prescriptions	45	50	1	4
The service received by the practice for prescriptions	48	46	3	3
Requesting your repeat prescription	55	41	1	3
Collecting your repeat prescription	60	34	3	3

11. CCG Toolkit for PPG: DCH had a copy of the summary of Objectives for PPGs. A copy is attached for the emailed members (paper copy enclosed for mail members). This is toolkit summary for their recommendation on how to run a PPG. This is food for thought and DCH will also discuss it with other PPG chairs at next APPG.
12. Healthwatch Kent Update: Junetta told the members about the next listening event being held at Holiday Inn on 6 July 2017. Healthwatch also doing survey with care home residents including those with learning disabilities, with a view to inform KCC on homes and Carers that are not up to standard. More information will follow. She also reported that some staff at William Harvey Hospital will be wearing a badge that states "It's OK to Ask"; this is about hand hygiene and the statement that it is appropriate to ask if the clinician you see has washed their hands before they interact with you.
13. Ashford PPG & Ashford South Network Update: No meetings had been scheduled until the UK national Election outcome was known.
14. Any other business: Mary O'Neill had questions regarding chemist prescription print outs and the wording thereon, this was clarified. Pam will look into our own prescriptions to check wording is clear. Car parking outside the allocation in the Practice's own car park is reduced due to the fire at Tesco/Paydens.
Dr Menon is at Musgrove Park Medical Practice full time until retirement.
Dementia Village plans at the site of Buckland Hospital in Dover; was there any GP information about this?
15. Date of next PPG meeting: A date in September or October will be identified; Secretary is on leave mid-September onwards, so a date will be confirmed in due course.