

SYDENHAM HOUSE MEDICAL CENTRE

MILL COURT ASHFORD KENT TN24 8DN

PATIENT PARTICIPATION GROUP

MINUTES OF PPG MEETING held on Thursday 28 September 2023

Venue: Sydenham House Medical Centre – 1.30pm

In attendance on behalf of Sydenham House:

Nick Keyte, Managing Partner; Natasha Carter, Practice Manager; Alison Stacey, Service Delivery Manager. Minutes taken: Theresa Hassell, Secretary.

In attendance on behalf of Patient Participation Group:

Junetta Whorwell, Mary Banks, John May and Colin Hulland-Kemp.

ITEM		ACTION
1 9/23	Welcome and Introductions: Meeting commenced at 1.30pm. Nick Keyte led the meeting in the absence of a Chairperson, introductions were made.	
2 9/23	Apologies: James King, Terry Bush. John Murtagh and Helen O'Neill have withdrawn from the PPG.	
3 9/23	Minutes of last meeting: Due to lack absence of Chairperson, minutes of last meeting were not discussed or agreed.	
4 9/23	Actions of last meeting: Due to lack absence of Chairperson, actions of last meeting were not discussed.	
5 9/23	<p>Nick Keyte told the members about the history of the Sydenham House medical group and how it evolved and expanded. He explained that size has benefits and disadvantages; one disadvantage is patients do not know their doctor; advantage is we offer a service where GP can manage a wider group of diseases, stronger management team than an individual practice, retain more profit in order to deliver more services at base level. Number of patients has risen by double since 20 years ago each, GP is dealing with over 100 patient contacts a day; yet Government tell us more availability is required.</p> <p>He gave a brief explanation of the role of an effective PPG, a group of patient volunteers that are keen to communicate and give information to the wider patient group. The PPG is a NHS England requirement and needs to be part of the Practice as 'part of the delivery of service'.</p>	
6 9/23	<p>The attendees introduced themselves and JM mentioned it was a phone lottery to get through on the phones in the morning. NK explained how many calls come in at 8.00am each morning, we have 7 receptionists taking 110 calls each per day, and explained that many options have been tried over the years in regard to the booking appointment system.</p> <p>NC advised best option is to telephone practice at 8.00am for GP callback slots as these are booked up quickly, and to call later in the day for any other business.</p>	
7 9/23	<p>NK said he would put the agenda aside and speak generally about the PPG and practice.</p> <p>What we are as a PPG and where we are going: we have had a PPG for many years and we need to reach 25k patients for our Sydenham House Group and 60+k patients across our whole medical group.</p> <p>How can we communicate to the wider group and what can they help us</p>	

	<p>with?</p> <p>Our PPG has fluctuated and Covid closed it down and now it needs to grow to be effective. Patients bring complaints to the surgery; with respect we know all the contact issues already, the phone issues, the GP appointment wait times, eConsult access etc. Unfortunately we do not have the resources to deal with this may requests and demands from patients each day.</p> <p>Where can we go to in order to improve what we have now? To communicate to the patient public?</p> <p>We currently have our website, and posters in reception but perhaps we could organise Saturday events where we can have specific diabetic/COPD/asthma information days.</p> <p>The PPG could assist the practice with helping us organise those events. He stated we must look at what we can do in view of the future to enhance services.</p> <p>JM asked how can we move on with what we have got?</p> <p>MB and CHK raised the topic that many patient do not understand how the appointment system works here, how many attempts a GP will call you back, and how to access a GP face to face appointment.</p> <p>AS/NC will add an explanation to the website.</p> <p>JW asked how can we update our patients on how our practice works? AS said with an active PPG could we have volunteers to educate and guide patients who come to reception to inform them of the services we offer and what they can sign up to access their personal medical notes.</p> <p>AS informed members that there is a contact form on the website for patients to reach the practice. The Hollington practice website also went live last week.</p> <p>NC mentioned that Patient Access will go live on 18 October 2023 using the Patient Access NHS App.</p> <p>JM suggested a resource to inform patients could be recorded loop of information messages such as how to access services, when on hold on the telephone instead of hold music.</p> <p>NK stated that we have to be cautious about giving out messages and not to frighten patients causing them to avoid GP and by consequence, their health.</p> <p>NK reminded the PPG that we are not an emergency service. We can use leaflets, website updates, posters, phone system.</p> <p>He concluded that we need a bigger PPG to start moving things forward; they need a Chairperson to lead their own group, to hold their own meetings (f2f or virtual) and then interact with the practice when they have ideas to implement.</p>	<p>AS/NC to add detailed information to website & poster displayed on glass on how to access GP appts, how many attempts GP will call back, that GP call will be from a withheld number. Best time to call if not requiring appt; how system will cut you off depending on place in queue and why.</p> <p>NC/AS to look at information loop instead of hold music?</p> <p>NC to invite patients to join PPG via website/posters</p>
8 9/23	<p>Any other business: Discussion was held on our current clinics and flu/covid programmes. Members JW and MB praised how well ours are run and delivered.</p>	
	<p>DATE OF NEXT MEETING: PPG meetings are usually held quarterly. The date of the next meeting will be arranged for January 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>	