**Hamstreet Surgery**

**Patient Participation Group**

**AGM Meeting**

**Meeting Minutes 27th June 2023 at 5.00pm**

**Held at Hamstreet Surgery**

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| **Present: Dr Kim Manley (Chairperson) (KM),** **Liz Sweeney (LS) (Deputy Practice Manager), Dr David Bridge (DB), Judith Marsh (JMarsh), Jeff Moorby (JMoorby), Sylvie Marshall-Lucette (SM), Susan Gove (SG), Susan Urquart (SU), Georgina Macfarlane (GM), Sarah Ansell (SA) Virtual, Deborah Comfort (DC) Virtual, Kirsty Mclaren (KM-PCN), Keeley Harris (KH-PCN), Dr Jack Jacobs (JJ)****Apologies: Dr Chris Gove (CG), Alina Hicks (AH), John Cowell** |
|  | **To action** |
| 1 | **Welcome and Introduction**KM welcomed all PPG Members to the meeting.  |  |
| 2 | **PCN Introduction**Kirsty & Keeley from the PCN gave a talk on who the PCN staff are and what services they offer. The PCN has a mixture of clinical and non-clinical roles which currently includes a clinical pharmacist, paramedic, Paediatric physio, Social prescribers, and an Adult mental health practitioner. They work with outside agencies including Citizen Advice, local councils, churches and schools. They are one team but work in different areas,The staff work individually with patients but also have group events such as workshops, coffee mornings, baby massage, seated exercise groups, picnics, and Christmas craft events. Patients can self-refer or can be referred by their GP surgery, pharmacy, school, church, neighbour or any other party.Information about their services can be found on posters, practice websites and magazines. They are looking at taking Social Worker placements.They are currently looking for a clinical pharmacist and JMarsh advised on ways to help.Asked how they can show their success. This is seen through “Friends and Family” responses, and impact in shared decision making projects. The team have also an application for a PCN award. |  |
| 3 | **Terms of Reference**Terms of reference and glossary have been agreed and are now on the Hamstreet website. |  |
| 4 | **Minutes, Matters arising and actions:**Confirmed no concerns regarding new housing and impact on GP and patient numbers.Kent and Medway Medicines Reconciliation Team Update – Claire Dawber has no further information except what has already gone to KM. No intent to pursue at the moment.Ashford PPG is part of the Kent and Medway ICB and ways to get involved can be found at <https://www.kentandmedway.icb.nhs.uk/get-involved/ways-to-get-involved>Long Covid webinar to offer support and awareness – no GP specialist. Agreed to defer until spring and SA will work with KM. KM agreed her email can be shared so members can get in contact with her. Kim Manley – kim.manley88@gmail.comCancer webinar – agreed to organise for the autumn. McMillan Team would be the best to run this as they have the knowledge and resources already in place. JMarsh has contacts we can use. Hope is for it to be recorded so people unable to attend at the time can access it at a later date.KM will follow up | KM/SA |
| 5  | **GP Report**A few staff changes:Dr Henrique Lourenco now established and we have a new nurse Beth White who has settled in. Two secretaries have retired and have been replaced by existing members of staff. Dr Jack Jacobs has reduced his clinic hours.PCN – one of our clinical pharmacists has left and looking to replace. Also looking for a safeguarding co-ordinator.Building: IT infrastructure issues and ICB is aware. We are always looking for ways to improve this.Application currently in for changes to the staff car park.Services:Capacity and access going well and patients have options for 2 weeks ahead.Paramedic helps with minor illness.Had a recent Covid vaccination clinic which went well.There are late night appointments on a Tuesday evening and the dispensary stays open late as well.Long Term Condition (LTC) medication reviews now established and will happen normally in the patient’s birth month.We are a training practice and currently have GP trainees and students from the medical school. We also have nurse trainees but not currently.Flu vaccination clinic likely to be 16/09/23 with pre-bookable appointments. Invites will go out once everything has been finalised.CQC report discussed.Have been given our rating which is Good.There were however some inaccuracies in the written report which have been queried by the surgery. There has been no response and the report has since been published. The surgery want to challenge these inaccuracies as it is felt they are misleading. It was agreed that the PPG would support this 100% and will assist in any way needed. |  |
| 6  | **Election of Chairman, Vice Chairman and Secretary**It was agreed that Kim Manley would remain as Chair and Sarah Ansell Vice Chair who would be supported to become the Chair in 2024 by KM |  |
| 7 | **Election of Members of the PPG**DB will be stepping down as the GP representative and Dr Helen Daniel will take over at the next meeting. Due to Helen’s other commitments it was agreed meetings would move to a Monday evening but still be at 5pm |  |
| 8 | **Declaration of members interests**KM links to NHS EnglandJMarsh links to NHS England and local GP FederationSarah Ansell links to Kent Community HealthAline Hicks links to Ashford Borough Council |  |
| 9 | **AOB** JMoorby happy with the dispensary service but mentioned a friend had tried one of the postal prescribing services and had been unhappy and has since come back to using the surgery. DC asked if there was a live link to the car park application so patients could have a look and help by responding. She also has a driveway which she doesn’t use during the day so happy to offer the use of her drive to staff if it helps. Other patients may also be happy to help in the area next to the surgery. Advised application may be helped if there could be electric car charging points incorporated.JMarsh – asked if we still have a PPG group and a virtual PPG group. Advised since Covid the 2 groups have effectively merged as we offer virtual links to our meetings now. |  |
| 6 | **Date of Next meetings:**Provisional date October 16th 2023 @ 5.00pm Team link to be sent out with the agenda for those wishing to attend virtually |  |