**Hamstreet Surgery**

**Patient Participation Group**

**AGM Meeting**

**Meeting Minutes 16th October 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 Helen Daniel (HD), Judith Marsh (JMarsh), Jeff Moorby (JMoorby), Dr Chris Gove (CG), Susan Gove (SG), Susan Urquart (SU), Aline Hicks (AH), Deborah Comfort (DC) Virtual, Sue Scamell (SC), Maria Callow (MC), Paul Wilson (PW)****Apologies: Sarah Ansell (SA), Simon Dyer (SD), John Cowell (JC)** |
|  | **To action** |
| 1 | **Welcome and Introduction****KM** welcomed all PPG Members to the meeting. Introductions were made (as new members) and members were asked to say a bit about their background and what skills they could bring to the group. Responses included: a different ear to listen and give an opinion, on the borough council, medical research, finance, management, analysis & audits, nurses - retired and current, diabetes, mental health, carer, marketing, organising community events, primary care, clinical training, probation service, governance, cancer, agriculture & horticulture research, management, developing multi-professional consultant practitioners to join up health care across localities . |  |
| 2 | **Actions and matters arising**Hamstreet Surgery congratulated on being named as the best practice in Kent, 2nd best in the South East region and 11th nationally. The PPG wanted all staff to be thanked for this achievementPrimary Care Network (PCN) Clinical Pharmacists update – one on maternity leave and one has left. No replacement as yet but a clinical company (Interface) has been commissioned to undertake COPD reviews. Hamstreet has also employed a Pharmacy Technician who is looking at stock issues and medication switches which will help the practice.PCN Social Prescribers were up for an award but we have not heard the result yet.PCN now has 2 safeguarding co-ordinators.Disputed wording in CQC report – no update. Members restated they would like to help anyway they can.Car park space – parking layout re-jigged which has helped but still need a longer term solution. |  |
| 3 | **GP report**Trainees – We currently have Ashcaan (Foundation Year 2 student), Mukundh (end of GP Training Year 3) & Sujata (beginning of GP Training Year 3). We will also have Year 1, Year 2 and Year 4 medical students from the Kent & Medway Medical School and will have the Year 2s starting this week.Staffing – Emma our Healthcare Assistant (HCA) has left and we now have Sam who is a Nursing Associate. There has been sickness in the nursing team recently but getting back to full levels now. We have a new dispenser called Lisa who started a few weeks ago. Two secretaries have retired and 2 existing members of staff have moved to the secretary team and are being trained up.Building Issues – nothing currently.Family & Friends report really good (see section 2). Also been named 2nd nationally for hypertension monitoring. Members asked how we achieved this - can be put down to using flexible technology whilst still seeing patients face-to-face. The way we do our Long Term Condition (LTC) monitoring has also helped.**JM** asked if we were still hosting nursing students – Yes but not had recently as there was a change with the last one we were allocated.**KM** asked if we would consider Advanced Practitioners especially in pharmacy, nursing and allied health professions – Yes we would certainly look at the different options but rooms might be an issue at the moment.**SU** – Congratulations from the PPG on CQC report & ratings, thank you from everyone. **PW** asked how we feel we got to our good position – agreed practice ethos, decision to have higher number of partners, demographics, patient’s attitudes/views, way practice reacts to situations e.g. Covid have all helped.**MC** asked if we had thought about tapping into the volunteer network – they can help with chaperoning, lifts, collection of prescriptions, calls to lonely people etc. Agreed we could look into this. Web links below:NHS Care Volunteer Responders where health care teams can refer people [https://nhscarevolunteerresponders.org/](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnhscarevolunteerresponders.org%2F&data=05%7C01%7Ckmicb.hamstreetsurgery-ppg%40nhs.net%7C5cdb29145adb4386a8bb08dbcee08eea%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638331236088570383%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=pJW%2FWS5K4H2Ogig4mkho%2FmS3cAju3hjmfGEIx%2B3dpfk%3D&reserved=0)Volunteering Campaign/Service we can sign up to [Home | Helpforce](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhelpforce.community%2F&data=05%7C01%7Ckmicb.hamstreetsurgery-ppg%40nhs.net%7C5cdb29145adb4386a8bb08dbcee08eea%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638331236088570383%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=3qgzBqRBzGdRY9XlKF9Wpn8iagY%2FRHIxraJDms3ocZg%3D&reserved=0) and an example of how it is adopted [Adopt and adapt: The key to unlocking your volunteer… | Helpforce](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhelpforce.community%2Fconnecting%2Fnews-stories%2Fadopt-and-adapt-the-key-to-unlocking-your-volunteer-services-potential&data=05%7C01%7Ckmicb.hamstreetsurgery-ppg%40nhs.net%7C5cdb29145adb4386a8bb08dbcee08eea%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638331236088570383%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=L28c7AgT%2Frm9%2FQIul87r7iuhczRl7ONJKCTY7AAvPM8%3D&reserved=0) |  |
| 4 | **Cancer webinar update and proposals****KM** has had 2 meetings with Macmillan to discuss the proposed Cancer webinar. Appendix 1 has the notes from KM meeting.Message from them is we need to identify what matters to patients first to focus how we should structure the webinar and at what level. They also provided useful data on Hamstreet Surgery patients to help make the decision. See Appendix 2Points to consider:How we can get the information from patients as to what matters to them.Should we start with a general health event and then use this to lead on to further events.Other possible areas heart disease, diabetes, smoking, obesity etc.Noted that what really helps a patient with cancer is having one point of contact and having information which the Social prescribers are now involved with.Review information between now and next meeting so a decision can be made at the next meeting as to how to proceed with the questions summarised in Appendix 1. |  |
| 5  | **Learning from Covid and Flu vaccination challenges**Discussed the reason there were delays at the Saturday flu/Covid clinic. Intention to reflect on what the PPG can do to support the practice in these situations. The clinic had been originally set up to administer the flu vaccine but the afternoon of the day before we managed to get a Covid vaccine delivery. It was decided it would be better to offer both vaccines rather than have patients come back which would delay the administering of the Covid vaccine.Observations from the PPG members:* Hard to see who were practice staff, name badges would help
* Signs were excellent inside but could do with better signposting outside.
* Better onsite communication as patients did know why there was a delay to their appointment time whilst recognising this was out of control of the practice and an important note explaining the situation is on the website.
* There was time to see and read the notice board (especially cancer board which had extensive information) so this could be utilised.
* How can the PPG and other volunteers can help the practice staff e.g. directing patients, checking vulnerable patients are ok, talking to patients in the queue to get feedback or ideas, communicating what is going on.
* Opportunities for public health and health prevention messages.

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| 6  | **Sharing emails for inter-meeting connections**List passed round for members to agree their email address can be visible to others that have agreed. This will enable members to communicate between meetings. Email to then be sent out with email addresses visible. | LS |
| 7 | **AOB**SU – interested in the volunteering information as would like to help at the practice.KM asked everyone to think of something that was useful or went well at this meeting. Responses included, linking to Macmillan useful, positive feeling about the practice always looking ahead, having the data to look at really useful, Hamstreet’s CQC report and ratings positive, having the information on volunteering opportunities useful, momentum from accolades, tie in with volunteering, focus points on what people can do, curiosity about group and satisfied to commit, wide range of expertise in the group which can be utilised. |  |
| 8 | **Date of Next meetings:**Provisional date Monday 5th February 2024 @ 5:00pmItems for next meeting:Make decision on cancer or health webinarClaims, Concerns and Issues Team link to be sent out with the agenda for those wishing to attend virtually |  |

**Appendix 1**

**Cancer Webinar: Discussion 23rd** Aug wih Macmillan leads Kent and Medway

**Kate Regan, RN**

**Macmillan Partnership Quality Lead, Kent and Medway**

**Email:****kregan@macmillan.org.uk**

**Phone: 07860956834**

**Normal working days Monday to Thursday**

Wendy Holmes

Macmillan Primary Care Nurse Facilitator

Kent and Medway Integrated Care Board

**Team email:****kmicb.macmillanprimarycare@nhs.net**

**Annmarie Frenchum**

**My pronouns are she/her**

**Macmillan Engagement Lead – Kent, Medway & Mid, South & West Essex**

Including the Unitary Authorities of Thurrock and Southend

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**Need to identify first what matters to people registered with practice e.g.**

1. As a person registered with the Ham Street General Practice – Is there anything you would like to know and understand more about cancer, living with or preventing cancer in this neighbourhood?
2. What ways would suit you best to access this information? Some ideas are listed but please add your own

**Possible ways to address needs when identified, for which a funding application can be submitted to Macmillan**

* Webinar/ short information film using MS teams/zoom
* Short information video which you can view at any time
* Information sheet
* Information event in ham Street Victory Hall
* Other etc

As a PPG Need to recognise a lot of information is currently available nationally and locally and on line

**Questions for discussion**

1. Do we therefore proceed with a focus on cancer but need to ascertain perceived needs first and what matters to people registered with the practice
2. Do we need to take a more generic approach to health and care needs rather than focussing on cancer - but again focussing on what matters to people registered with the practice
3. How do we go about getting better engagement – there is an option on the website to be volunteer contact patients ? numbers

**Appendix 2**

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