**Hamstreet Surgery**

**Patient Participation Group**

**Meeting Minutes 31st March 2025 at 5.00pm**

**Held at Hamstreet Surgery**

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| **Present: Sarah Ansell (SA) (Chairperson), Liz Sweeney (LS) (Deputy Practice Manager), Dr Anup Patel (AP), Sam Yore (SY), Beth White (BW), Judith Marsh (JMarsh), Dr Kim Manley (KM), Jill Mew (JMew), Maria Callow (MC), Susan Gove (SG), Susan Urquart (SU), Sue Scamell (SS), Simon Dyer (SD), John Cowell (JC)** **Apologies: Dr Chris Gove (CG), Dr Jack Jacobs (JJ), Aline Hicks (AH), David White (DW), Helen Hutchings (HH), Jeff Moorby (JMoorby), Paul Wilson (PW)** |
|  | **To action** |
|  | **QUARTERLY MEETING** |  |
| 1 | **Welcome and Introduction**Brief introduction by members for new members. Dr Jack Jacobs was unable to attend meeting so Dr Anup Patel attended in his place. |  |
| 2 | **Actions and matters arising**A copy of the revised Terms of Reference had been emailed out with the agenda to allow for review before the up and coming AGM. SA advised they had been revised with the guidance from NHS England. The finance section was taken out as not relevant. NHS England recommended the PPG secretary should ideally not be from the surgery, so if anyone would like to volunteer it can be discussed at the AGM. The PPG section of the surgery website will be updated with the new documents after the AGM.NHS 10 year plan survey responses collated by KM and submitted to NHS England.A thank you was sent to Dr Helen Daniel by LS on behalf of the PPG for being the GP representative for the last year.LS checked the surgery website has the Everyday Active link. LS & MC had a meeting and will discuss in update along with feedback from Sam & Beth.Surgery WhatsApp link sent to PPG members and will go on the website in May for all patients to access.Outstanding Actions:LS To complete the FAQ for AppAP/CD review message on prescriptions regarding reviews. |  |
| 3 | **Doctors Update (AP)**We had a power cut a few weeks ago and the battery backup was enough to run the fridges. We are getting a more sophisticated battery backup to run the surgery but we will still need network connections to run systems.The Spring Covid vaccination campaign starts 01/04. There will be appointments at the surgery but patients can also book via the national booking site at pharmacies.Long Term Condition (LTC) medical reviews should be done annually normally in birth month. Non-LTC patients should have a reminder on their prescription when they need to have a review. If a patient doesn’t have their review in extreme cases medication will be reduced. Is there something we can do better?* SU – we are a good surgery
* JM – where is the message? Highlighted on the prescription.
* KM – not clear onus is on the patient. Maybe message could be changed to be clearer.
* KM – If a patient has had a DRUM review they think they have had their review.

Normally it is working patients that don’t come in. Reducing medication works but is drastic and there is an impact with the time spent on doing this.Could there be a system that automatically delivers a voice message rather than a text and would this be more effective?Linda our HCA is retiring middle of April.Over winter all Ashford surgeries have been able to send patients to a special clinic for same day access (SDA) appointments. A patient calls the surgery and we book them an appointment. The doctor has access to the patient’s notes as they are shared. This service finished 31/03/25.Rapid Access Chest Pain Clinics at the hospital had a wait time of 3 months. This has now increased to 9 months so the surgery will be holding clinics from May to help with the wait time. These will be patients on the hospital list and will be referred to the surgery to be seen. |  |
| 4  | **Hamstreet Active Charter**SY/BW Staff are more active and it has become a bit of a competition.The recent couch to 5k group was made up of about 40 staff and patients. Both Sam & Beth did it and it was amazing. The group still meet up even though the first programme has finished. The next programme will start on the 14th April and again is open to staff and patients. A lot of the original group will be carrying on with the next programme. The group have also just done the Howletts 5k.Sam and Beth can talk to the patients about the programme first hand. You can walk if you don’t want to run. Good to get out of the house and has a positive impact on mental health. The first 5 weeks are at the pavilion and then the following weeks are laps of the village. It is well lit and most people have torches. There are posters in the surgery with the QR code and links, and the links are also on the surgery website. They are proud they did it and the number that signed up. It is useful to start a conversation with patients and encourage people to give it a try. It was hard as the first programme was over winter.On the surgery’s next protected learning time (PLT) afternoon the surgery staff are walking to Warehorne.KM can we measure impact?* Could ask participants for reviews.
* Changes could be seen at annual reviews.

SY/BW – Steve the leader does do a before and after with participants so could have the information.JC would it be worth having a Zoom community to give out the information. SA a good idea but could be difficult with GDPR and would also need to be regulated/monitored.MC On the Everyday Active website there are also sofa exercises, which are linked to Age UK. There are also bite size sit down exercises for all ages.MC/LS meetingActive Kent have available funding and KCC (through Parish Council) may have funding we can access. We are definitely interested in funding for a bike rack but timing will need to be linked to when the changes to the staff car park are completed. Hopefully this will be in the Spring and then can move forward with the bike rack.We have downloaded the Active Kent resources and they will be put on the waiting room video screen. The surgery website has been updated with the links. Information has also been sent to the Social Prescribers.A case study for Active Kent could be from Sam and/or Beth. Will look at doing in the summer.A health/wellbeing event at the village hall would be good but would need to be led by the PPG.**Action:**LS to review funding for bike rack when car park changes completed.PPG to decide if they want to do a health/wellbeing event.LS to invite Sam Yore and Beth White to do a case study. |  |
| 5 | **AOB**None |  |
| 6 | **Proposed Date of Next meetings:**Full PPG & AGM Provisional date Monday 19th May 2025 @ 5:00pm |  |