**Hamstreet Surgery**

**Patient Participation Group**

**AGM & Meeting Minutes 20th May 2024 at 5.00pm**

**Held at Hamstreet Surgery**

|  |  |  |
| --- | --- | --- |
| **Present: Dr Kim Manley (Chairperson) (KM),** **Sarah Ansell (SA) (New Chairperson), Liz Sweeney (LS) (Deputy Practice Manager), Dr Helen Daniel (HD), Judith Marsh (JMarsh), Sue Scamell (SS), Maria Callow (MC) , Jeff Moorby (JMoorby), Susan Urquart (SU), Aline Hicks (AH), Simon Dyer (SD), Jill Mew (JMew), Ben Conlon (BC)**  **Apologies: Dr Chris Gove (CG), Susan Gove (SG), David White (DW), Vanessa Boler (VB), Paul Wilson (PW), Helen Hutchings (HH)** | | |
|  | | **To action** |
|  | **AGM** |  |
| 1 | **Welcome and Introduction**  **KM** introduced Sarah Ansell (SA) who will be taking over as Chairperson. Everyone did a brief introduction. |  |
| 2 | **Review Terms of Reference & PPG Purpose**  **Terms of reference reviewed.** |  |
| 3 | **Election of Chairman, Vice Chairman & Secretary**  KM formally proposed SA as new chairperson, seconded by JMarsh – Agreed by everyone at the meeting.  KM to be Vice Chair – Agreed by everyone at the meeting.  LS to continue taking the minutes – Agreed by everyone. |  |
| 4 | **Review Membership of the PPG**  Agreed need to try and expand membership of the PPG, especially younger members. Objective for this year.  Volunteering Proposal also objective for this year and is an item on the agenda.  Will continue to use the PPG twitter handle. |  |
| 5 | **Any Declarations of Member’s Interests**  KM links to NHS England  JMarsh clinical lead with links to NHS England and local GP Federation  SA Public Governor Ashford for Kent Community Health Foundation Trust  AH links to Ashford Borough Council  SD links to Kensington, Chelsea & Westminster Health  Thank you to KM for all her work with the PPG as Chairperson. |  |
|  | **QUARTERLY MEETING** |  |
| 1 | **Actions and matters arising**  KM discussed the letter to be sent to the CEO of Kent & Medway ICB highlighting the system wide issue of health care not being joined up. Excellent service at the GP surgery but the system falls down outside of this.  **Action:** Copy of letter to be sent out with minutes.  Discussed the new Pharmacy First system. Has a few issues which need tweaking. Need to make sure information is on the website & waiting room screen.  **Action:** Sarah (Dispensary Team leader) to be invited to come to the next PPG meeting to explain how things work in the dispensary and the timescales we have. LS to invite  KM sent thanks to Macmillan for their help last year to see if we could do some learning/information webinars. |  |
| 2 | **GP report**  We are currently administering the Spring Covid vaccinations. These are being done in normal clinic time rather than special clinics.  Flu clinic now likely to be after the 1st October following information from NHS England. We will update information nearer the time.  NHS App is being updated regularly and has lots more information on referrals, prescriptions, appointments & test results. Recommended for patients to use as will have further improvements in the future.  We are looking at a policy on 16 – 18 year olds using the NHS App & also proxy access for patients who need access for children and older adults.  **Action:** Be useful to have a FAQ on the different apps available.  The physios from the hospital will stop coming to the surgery in September. Patients will be referred to the hospital or New Romney. JMew offered to help in any way she can due to her working background.  Dr Bridge had broken his arm so has been unable to do his minor surgery clinics recently. Now catching up with the waiting list.  The PCN Health coach is hoping to be at Hamstreet surgery Spring/Summer next year to benefit patients and staff.  JMoorby asked about the signs in the waiting room advising patients to switch off mobile phones and if they are adhered to. It is hard for the reception team to monitor. Main issue would be conversations (especially if they are loud) rather than someone looking at emails etc. Mobile phones don’t interfere with any equipment etc. but loud conversations could be annoying/upsetting. Maybe look at the wording of the notices. |  |
| 3 | **Volunteering Proposal**  MC discussed that patients want to help and volunteer but it needs to be in a specific area. Starting point would be to improve health in a preventative way. Charing surgery have an Active Practice Charter which Hamstreet surgery could adopt.  MC happy to prepare the document with ideas & links.  HD partners happy with suggestion and we will have the PCN health coach Spring/Summer next year.  MC we can start simply with one thing and use Charing’s model.   * Invest in a bike rack for the surgery and hall. * Have a working group to meet between PPG meetings to keep the momentum. * Use the PPG notice board for information and positive messages. * Undertake a lap of the green whilst for prescriptions, appointment etc. either as a group or on own. * Include surgery staff as well.   MC happy for email to be shared and also to prepare information for the website. |  |
| 4 | **Feedback from discussion with Chair PPG Ivy Court**  KM & SA met Fiona who has restarted the PPG at Ivy Court surgery. Their membership is increasing but slowly.  Fiona has worked with a GP on menopause information and they did a talk at Ivy Court. Fiona could bring the talk to Hamstreet with support from a GP. Would need to look at possibly using the village hall to give enough space.  Our PCN was explained for new members – Hamstreet surgery, Ivy Court surgery, Woodchurch surgery and Charing surgery work together under the Ashford Rural PCN.  We could do joint work with the other surgeries in our PCN. KM & SA have not met with Charing yet. |  |
| 5 | **AOB**  SA asked if timings of the meetings were working for everyone. Agreed to continue with Monday’s at 5pm.  MC mentioned there is a lot of social media posts about the proposed new 170 housing development and that the surgery capacity has been mentioned as part of the objection by patients. The surgery might be approached for a comment or we may want to give our own response rather than our view being implied by patients.  AH advised any objections need to be solid reasons not just views.  BC came to meeting to listen and to see if he could contribute and help either professionally (legally) and as a service user. Feels the surgery is a remarkable practice.  New members BC & JMew agreed their emails could be shared with core group. |  |
| 6 | **Proposed Date of Next meetings:**  Volunteering / Active Practice Charter working group a Wed @ 2pm to be agreed.  Full PPG Provisional date Monday 9th September 2024 @ 5:00pm  & then  Full PPG Provisional date Monday 9th December 2024 @ 5:00pm |  |