Bearsted Patient Participation Group

Notes of meeting Monday 22 July 2024 at 1100hrs at the surgery.

1. Welcome to those present.

   Fiona Brown, Chris Dobson, Sue Henderson, Sue Jackson, Goff Norrington (Chair), Christine Shade, Derek Stevenson.

2. Apologies.

   Bill Shepherd, Tony Spice

3. The minutes of the previous meeting (15th April) were approved by the chair.

4. Matters Arising from 15th April 2024

   Action 4.1: Tony to arrange for an additional member to have access to the virtual group email system. Tony has not been able to accomplish this so far.
   Action 4.1: Tony to identify an additional committee member to have access to the virtual group email system.
   Action 5.1: Fiona to draft and circulate the article (for the Community Ad Magazine about missed appointments)
   (Complete. The item had appeared in the Spring / Summer edition)
   (Post meeting note: the key contact at Bearsted Community Ad is Jack Glynn.)
   Action 5.3: Sue J to discuss with Sarah the possibility of a poster in the waiting room especially if the awakening of the screen proves intractable. There had so far been no progress on this. It led to considerable discussion about communicating with patients. Goff noted that within the PCN headcount iHolly Mborah is tasked with keeping the PCN website up-to-date. Goff would approach Hannah Warren to ask if Holly might also be able to help with the display screen.
   Action 4.3: Goff to ask Hannah about IT support for awakening the display screen.
   Action 5.4: Responsibilities post Steve's departure. Sarah has advised that Steve's responsibilities have been spread out amongst remaining staff and he will not be replaced. **(Complete)**
   Action 7.1: Goff to circulate PCN meeting minutes. **(Complete - see below)**
   Action 8.1: Chris to circulate the TOR once more to members. **(Complete)**
   Action 8.2: All to consider and make suggestions for an action plan. There had been little (no!) response to this. It was agreed Chris would circulate the TOR and all would make an effort to identify suggested actions. Should there be new ideas arising not discussed at this meeting, there was the opportunity to meet one hour ahead of the joint meeting to discuss them. Should the suggestions simply reflect the extensive discussions in this meeting, Chris would summarise them and include them directly in the agenda for the joint meeting.
   Action 4.4: Chris to collate suggestions and discuss with Goff as to whether a special meeting should be called.
   Action 8.3: Chris to include the newsletter on the agenda for the joint meeting**.**
   It was included on the agenda for the joint meeting, however it was concluded that the topic should be discussed with Sarah and Steve's replacement and so should be included on the agenda for the next joint meeting on 1st August.
   Action 4.5: Chris to include the newsletter on the joint meeting agenda.
   Action 11.1: Chris to circulate the members' contact details. **(Complete)**

5. Feedback from Sue Jackson's meetings with Sarah.

   Sue had circulated her notes from the previous meeting with Sarah. The main points were:
   - the coffee machine is now in place.
   - the table has been ordered (post meeting note: Goff collected it from Sarah and it was assembled and placed in the foyer next to the PPG poster.)
   - there are now 8 doctors but more are being recruited to cover the fact that Hannah

Warren spends time on Ridge PCN matters.
- the practice has also recruited two additional admin staff.

6. Feedback from Chairs' meeting and PCN meetings.

   Goff had circulated the minutes from the previous PPG Chairs' meeting. He noted that making direct progress within the group was difficult. Goff explained the concept of the Digital Front Door, referred to in the meeting. He described it like the front door of a house which, once you have passed through, you can see the other rooms (services). Fiona noted that it sounds like a Homepage!
   Within the notes there was also an implication that "PPGs can communicate with the patients within the practice". Goff agreed to write to Gerald Heddell to make sure it was clear to those trying to set up programmes from within the West Kent Health and Care Partnership (WKHCP) or the Kent and Medway Integrated Care Board (K&M ICB) that PPGs do not have direct access to the patient population. We have access to only a very limited number of patients - those that have joined our Virtual Group and agreed to receive email communication. In the case of the Bearsted practice this is much less than 10% of the patient population.
   Action 6.1: Goff to write to Gerald explaining the above.

   Goff had also attended The Ridge PCN PPG Chairs' meetings. These involved Hannah Warren as The Ridge Clinical Lead and the chairs of Lee Valley, Sutton Valence and Bearsted (Goff as our representative). Langley, the fourth practice in the PCN, do not currently have a PPG.

   A leaflet describing the role of the PCN and services it provides has been produced and the Social Prescribing leaflet has also been updated. These leaflets are now available in all the practices.

   Goff advised that part of the NHS funding of PCN's is in support of driving & expanding the 'Digital Front Door' agenda. Depending on the extent of & move towards greater digital activities within all practices in the PCN group, funding can be reduced or withheld!!

7. Update on various leaflets being prepared and printed.

   Goff had hoped that through Dannii Hambrook and Involve it would be possible to update the Signposting and Young People's Mental Health leaflets. This however had not been possible and it was agreed that, since Dr Dolman had expressed a real interest in the former, that we should move this forward from within the PPG. Fiona agreed to check the Mental Health Leaflet and Sue Henderson the Signposting leaflet, make any corrections and then Goff would arrange for a reprinting.
   Action 7.1: Fiona to check the Mental Health Leaflet and make any recommendations for change to Goff.
   Action 7.2: Sue Henderson to check the signposting leaflet and make any recommendations for change to Goff.

8. Healthy Walking Update.

   Missed from reporting at the previous meeting we now have another trained leader. This takes our total number to 10 with Jeannette as a potential reserve - a healthy position though still sometime stressed if our two married couple leaders are away at the same time. Nothing else of significance to report.
   Derek asked if the walking group received referrals from the practice. Chris noted that, despite the doctors agreeing that walking (and talking) was an excellent medicine, there were very few referrals from the practice.

9. Finance Update.

   Goff had circulated the current position, now reflecting the purchase of the staff coffee machine. (Financials attached below). He noted that since the PPG would now be paying for the printing of leaflets (item 7 above), funds would be required for this. (c.£200 to £300).

   Fiona had responded to Goff's appeal for a new auditor of the accounts by advising that her

brother would be willing to take on the task.
Action 9.1: Fiona to thank her brother and put him in touch with Goff.

Our financial year ends at the end of July so that the accounts can be presented at the AGM.

10. AOB

Bill has noted in an email that he has found it very difficult to attend meetings due to other commitments and asked if the committee though it appropriate he resign. It was agreed that he should stay on if prepared to do so but that we should seek a replacement at the AGM.
Fiona raised the issue of the reporting back of blood test results to patients. Chris noted that the doctors have made clear they review all blood test results but, because of the time it would need to report on all results, only contact a patient if there is an issue. (Dr Dolman had previously noted that the act of creating a contact for a patient could be very time consuming if/ when the IT system has a slow response time - up to 20 to 30 seconds per patient.)
He also expressed an opinion that as more patients decide to access their medical records through the NHS App, questions about this would increase because a significant number of results are returned as Abnormal. Whilst the GPs look at all these and make a decision on their significance, many patients will want reassurance that this decision has been positively made by the GP and not missed

Despite some confusion created by Chris, the AGM was confirmed as 5th September at 1900hrs.

11. Next Meetings:

Joint 1st August at 1300hrs.
AGM 2024 5th September.
PPG 21 October at 1100hrs
Joint 7 November at 1300hrs

BEARSTED PATIENT PATICIPATION GROUP

Income & Expenditure For Financial Year 2023/2024 - Updated 21/07/24

Date	Description	Income (£)	Expenditure (£)
01/08/2023	Balance B'fwd from 2022/23 Accounts	657.63	
19/12/2023	Bearsted & Thurnham Memorial Hall Hire		46.75
28/12/2023	Bearsted & Thurnham Hall Hire - Refundable Deposit		100.00
15/03/2024	HOKH Cheque to Judy (Quizmaster)		50.00
18/03/2024	Bank Transfer from Hanna Warren (GP Quiz Table)	40.00	
19/03/2024	Cash Deposit from Quiz Night Proceeds	644.00	
19/03/2024	Reimbursement to Goff for Quiz Prizes Etc.		61.87
25/03/2024	Bearsted & Thurnham Hall Hire - Deposit Refund	100.00	
28/03/2024	Reimbursement to Chris - Public Liability Insrance		164.40
10/04/2024	Public Liability Ins. Reimbursement to PPG from PCN	164.40	
02/05/2024	Donation to Hweart of Kent Hospice		300.00
01/07/2024	Purchase of Coffee Machine for Practice Staff		189.00
		1606.03	912.02
	NETT BALANCE	694.01	