**Hamstreet Surgery**

**Patient Participation Group**

**Meeting Minutes 9th September 2024 at 5.00pm**

**Held at Hamstreet Surgery**

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| **Present: Sarah Ansell (SA) (Chairperson), Liz Sweeney (LS) (Deputy Practice Manager), Dr Helen Daniel (HD), Judith Marsh (JMarsh), Sue Scamell (SS), Maria Callow (MC) , Jeff Moorby (JMoorby), Simon Dyer (SD), Ben Conlon (BC), Helen Hutchings (HH), David White (DW), Vanessa Boler (VB), Spencer Goddard (SG)**  **Apologies: Dr Kim Manley (KM),** **Aline Hicks (AH), Jill Mew (JMew), Dr Chris Gove (CG), Susan Gove (SG), Susan Urquart (SU), Paul Wilson (PW)** | | |
|  | | **To action** |
|  | **QUARTERLY MEETING** |  |
| 1 | **Welcome and Introduction**  Brief introduction by members for new members.  **SA** asked for her declaration of interest to be removed as no longer relevant. |  |
| 2 | **Actions and matters arising**  KM sent letter 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. Response was discussed  **Action:** JM to highlight response to contacts at the ICB  SD added ICB complicated so good to have a way in with JM  Discussed that flu and covid vaccine invites are starting to be send out to selfbook into an appointment. Explained the plan to give flu and covid vaccines at the same time where eligible and if patients want separate vaccines we will be able to give the flu vaccine but the patient will need to go elsewhere for the covid vaccine.  SA advised there has been no response from the PPG leader at Ivy Court at the moment but hope to get a response in October.  **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 |  |
| 3 | **GP report**  In the recent GP patient survey Hamstreet Surgery were top in Kent.  Currently have 7,829 patients, which is a slight increase.  Dr Sujata Rai (our last GP trainee) now has a job at Sellinge surgery. We have a new GP trainee Dr Vishal Zaveri on a Monday & Tuesday. Dr Olga Passan will be returning in November to complete her GP training.  We will be having a health visitor bus for 3 dates in the next few months. This will be for children aged under 5 and information is in reception.  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.  We are looking at using the Urgent Treatment Centres (UTCs) for capacity management. We want to look at the balance between same day urgent access v routine appointments. The aim is to prioritise continuity of care and maybe send same day urgent access to the UTCs. SA mentioned the service at Folkestone is good. There is a Waitless app which can tell you the current travel and waiting times at the local UTCs.  Minor injuries are not part of our remit. Maybe need to communicate this to patients and have a link to the Waitless App or list of local UTCs.  JM asked what would happen to those who couldn’t access the UTCs. HD replied these would be low numbers and we would always try to help where needed.  **Patient Feedback**  SD mentioned seeing different people for different issues and the time it takes. Pain clinic next appointment next year. SA agreed it took her a year to get a pain clinic appointment. Information was put on her App but she didn’t know about it. Told to contact if not heard in 2 months and then only got a recorded message.  VB asked how older people cope with the Apps. HD advised they could allow someone to have proxy access for them. If a patient doesn’t have an App then everything should default to a letter.  JMoorby mentioned he had communication to say won’t be able to email for repeat prescriptions. Advised we’re doing this to stop errors and to speed up the process. DW mentioned can request through the website.  MC mentioned family impressed with service at the surgery.  VB no complaints with the surgery.  SA request for surgery not to go over to a triage system.  SG there are so many apps and communication can be confusing.  JM there can be the potential for mistakes and confusion. Maybe add explanation if sending out communications.  VB maybe not using the apps is a generational (older) issue.  SG would be good to see numbers of who use emails to request things. Family members found speed of surgery amazing.  BC used the App and it is good for medication and consultations but consultations only from Oct 23. HD replied you can request full access. |  |
| 4 | **Hamstreet Active Charter**  MC discussed this is a surgery charter not a PPG charter. It is for surgery staff and patients. We are one of two in East Kent to have it. The other being Charing Surgery.  It is being driving within the surgery by HD, Sam Yore (Nurse Associate) and Carolyn Rossiter (Dispenser)  Information is on the surgery website and on a poster in the waiting room – called Step Up & Make A Move. There is a dedicated notice board where the PPG can share information they know is going on in the area (mental & physical). SA is concerned about mentioning an activity as it may seem where recommending it but we won’t know their reputation. MC agreed we are signposting not recommending. SA some are free and some cost to attend. VB maybe only signpost to free activities.  MC mentioned that we could access funding for a bike rack through ABC/KCC that patients could use. KCC would contact local parish council to say funding available. DW on the parish council. HD agreed.  MC maybe have an event at Victory Hall to share information and funding. There can be a list of activities and information on strategies. Anyone can help and spread the word. SA has started a list of activities around the area, which can be added to. SG there will be more in the area than we think. Maybe need to be careful with free events. Any activity that charges needs to go through regulations. SA happy to put the list together and anyone can email SA with activities they know about. JM Tai Chi in Woodchurch and Hamstreet.  VB asked if GPs would signpost to noticeboard. HD agreed and the Social Prescribers can signpost as well. HD Couch to 5K 34 signed up already at Hamstreet and it worked really well at Ivy Court and Charing.  **Action:**  Start noticeboard  Pass on funding information  Get activities list up and running |  |
| 5 | **AOB**  JMoorby wanted to congratulate the surgery. Pt collapsed in the waiting room and it was dealt with quietly and efficiently. Very impressed.  JM asked if there would be any impact on the surgery due to the GP Collective Action. HD no impact really but there will be a little bit of pushing back. Secondary care sending a letter on what primary care need to do – so will be pushing back on this. |  |
| 6 | **Proposed Date of Next meetings:**  Full PPG Provisional date Monday 9th December 2024 @ 5:00pm |  |