**Hamstreet Surgery**

**Patient Participation Group & AGM**

**Meeting Minutes 19th May 2025 at 5.00pm**

**Held at Hamstreet Surgery**

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| **Present: Sarah Ansell (SA) (Chairperson), Liz Sweeney (LS) (Deputy Practice Manager), Dr Jack Jacobs (JJ), Sam Yore (SY), Beth White (BW), Aline Hicks (AH), Jill Mew (JMew), Maria Callow (MC), Susan Urquart (SU), Sue Scamell (SS), Simon Dyer (SD), Jeff Moorby (JMoorby), Rhianna White (Student Nurse)****Apologies: Dr Chris Gove (CG), Susan Gove, Judith Marsh (JMarsh), David White (DW), Helen Hutchings (HH), Paul Wilson (PW), John Cowell (JC), Spencer Goddard (SGoddard)**  |
|  | **To action** |
|  | **AGM MEETING** |  |
| 1 | **Welcome and Introduction**Welcome by SA. Agreed even though we have had a few apologies there were enough members present to continue with the AGM Meeting.Dr Kim Manley (KM) has decided to resign from the PPG. SA & LS have emailed to thank Kim for her involvement with the PPG over the many years she has been part of it.Linda Taylor (HCA) has retired and SA saw her to thank her personally for all she has done for patients whilst at Hamstreet Surgery. |  |
| 2 | **Terms of reference reviewed.**The Terms of Reference were sent out prior to the meeting for everyone to review. They follow the Department of Health guidance for PPGs with the finance aspect taken out as not required. Everyone agreed they are happy with the Terms of Reference. |  |
| 3 | **Election of Chairman, Vice Chairman & Secretary**Election:SA & LS formally resigned as Chair & Minute taker.SA happy to continue as Chair and this was seconded by JMews.It was agreed we currently don’t need a Vice Chair unless anyone wanted to take on this role. No one did.SD happy to take on the minute taking role, which was seconded by LS. LS will still attend the meetings as a practice representative. |  |
| 4 | **Review Membership of the PPG**Membership:We currently have 15 active members of the PPG, which is within the advised number. It would be good to get younger members so if anyone knows anyone who would like to join get them to come along. |  |
| 5 | **Any Declarations of Member’s Interests**Declaration of interest:AH - Is an Ashford Borough Councillor for HamstreetJMews – Is a Community Trust Governor (KCHFT) for Folkestone & HytheSA – Is Co-Chair for KCHFT meetingsJMarsh – Clinical lead with links to NHS England and local GP Federation |  |
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|  | **QUARTERLY MEETING** |  |
| 1 | **Actions and matters arising**The Terms of Reference will be added to the PPG section of the surgery website, as they have been agreed, along with the meeting minutes.Outstanding Actions:LS To complete the FAQ for AppAP/CD review message on prescriptions regarding reviews.Surgery WhatsApp link to go on Website |  |
| 2 | **Doctors Update (JJ)**JJ - We now have the more sophisticated battery backup to run the surgery for a few hours in the event of power issues. We will still need network connections to run systems, which can be also be affected during power issues. We have procedures in place for business continuity during significant incidents.JJ - We are starting to use AI transcription in consultations. There is data governance around its use to ensure clinical safety. Any notes will be checked before they are saved within our clinical system esp. medical terminology & medications. SA – It is being used within the community for some services already. JJ - All GP surgeries need to have online consultation facilities and NHS England want surgeries to use this rather than having patients call the surgery. We have the facility but do not use it fully. We have changed the system we use so it is now 5 questions (rather than 30) that need to be filled in by the patient.SA – her experience of how other surgeries use it is not good esp. with housebound or learning difficulty patients.JJ – We feel it needs to be a blend of contact methods.SA – Feels the online method moves away from patient care.JMews – Agrees, patients need to be seen.JJ – We need to get the balance between the different services needed.JMews – Will you get rid of receptionists? SA – Reception triage. Can you add photos to the online facility.JJ – Yes you can add photos to the online facility. No we will not be getting rid of receptionists, they help triage to the right pathway.JJ – We are texting patients who have Long Term Conditions (LTCs) which is more convenient than letters.SA – Texting good for sending leafletsSD – How many patients would be missed by texting?JJ – Half the surgery population have a LTC who would have a review in their birth month. We send a text if we can and if this is not possible we call or send a letter to the patient.SD – Texting is much better.JJ – We don’t want to over use texting though.SA – Texting is good for appointment reminders.JJ – We currently have medical students, GP trainees and student nurses at the practice.SA – There was recent documentation to rank GP practices and Hamstreet did really well. CongratulationsJJ – This is the national patient survey results. We always try to get things right but nothing is perfect.SD – Is it done annually?JJ – It is ongoing and we are in the top 20.SA – Some of the surgeries in Kent are quite far down the list.SU – When recently at the hospital SU was told she was lucky to be registered at Hamstreet Surgery.JJ – It is a balance between continuity and accessibility.SA – Receptionists try really hard to help.JMoorby – Will we ever change it that patients will be able to book more than 2 weeks in advance?JJ – GP appointments are available up to 2 weeks. Any further ahead can cause problems but GPs can override future appointments if needed. NHS England look to see that patients have been seen within 2 weeks only. Nurse appointments can be booked up to 2-3 months ahead depending on appointment type.SA – Some surgeries are only book on the day.JJ – We don’t want to go to that.JMoorby – Patients are sometimes asked to have a review in 4 months but can’t book that far ahead.JJ – Patients can get a text to say when they need to book their appointment and it can be with a self-book link. In the past there have been issues but the new system we are using is more specific.JMoorby – Some places to offer this.JJ – Also works for the LMC, as well as the surgery, so involved in the GP/hospital interface, national GP links, negotiation of the new GP contract with the aim of a more even spread of skills around the country.The PCN is a good partnership and works well. We have shared Social prescribers, which help. PCNs will evolve into Integrated Neighbourhood Teams with shared communication.The NHS has a 10 year plan.SD – They have done this before.SA – It will work with community trusts so should be more integrated.SD – Wasn’t that the ICB?JJ – The Kent & Medway ICB has a vision for the area with community services. The ICB has been scaled down and the government will be more involved. We rely on the ICB for premises changes. It can be difficult to get the funding. We are currently going through the funding process for the car park changes. |  |
| 3  | **Hamstreet Active Practice**SY/BW Data from the first Couch to 5k group has shown from Week 1 to Week 10:BMI dropped 7.51% on averageWeight loss on average was 1.92%Systolic Blood Pressure dropped by 6 points on average.MC – This information can be used to show improvement in point 5 of the Active Practice Charter.On the afternoon of 7th May surgery staff walked to Warehorne and back to the surgery.MC – On Sat 5th July Hamstreet are having a community day and they would like the PPG to attend and have a stall at the event. The aim is to get people more active and they also want to extend the sports pavilion.This could be useful as they will set it all up and there will be a bigger footfall than if we tried to do something ourselves.We could have the Active Practice Charter information, with banners and the QR code. If anyone has any more ideas for the stall please let us know.SY – Sounds good and she can contact the Couch to 5K people to see if they want to attend. LS – discussed with Claire Dawber (Practice Manager) and it was agreed it would be a good event for the PPG to go to. Surgery staff can attend but they will be going as individuals not as practice representatives. This is to protect surgery staff.*Further information from MC - the Couch to 5k people have already been approached to attend in their own right. Also Active Kent will be attending and happy to share a stall with the PPG*It was therefore decided that a health/wellbeing event at the village hall would not be needed at the moment.**Action:**SY to send data to LSSY to check what information we have for the community fund day.LS to review funding for bike rack when car park changes completed.LS to invite Sam Yore and Beth White to do a case study. |  |
| 4 | **AOB**None |  |
| 5 | **Proposed Date of Next meetings:**Full PPG Provisional date Monday 1st September 2025 @ 5:00pm |  |