



**Len Valley Practice  
Patient Participation Group Meeting**

Date: 27<sup>th</sup> January 2020

Time: 6pm

**MINUTES OF THE MEETING**

**Those in attendance:**

Carol McKeough	-	Chairman of PPG
Elaine Moles	-	Practice Manager
Carol Cable	-	Assistant to the Practice Manager
Dr Hagan	-	General Practitioner
Sally Phillips	-	PPG Member
Margaret Phillimore	-	PPG Member
Sadie Curtis	-	PPG Member
Margaret Conan	-	PPG Member
Mairin Holland	-	PPG Member
Margot Lawlor	-	PPG Member

**Apologies:**

None.

**1. Welcome and Apologies:**

Carol welcomed everyone to the meeting.

**2. Minutes from September 2019 and Matters arising:**

The minutes of the last meeting were agreed as correct.

A specialist Asthma OPD nurse and is working with the practice as a consultant. Asthma reviews were only offered to those with unmanaged/uncontrolled symptoms and to individuals on certain medications. All these reviews have now been completed.

The Dementia friendly talk at the AGM was well received by all attending. Carol McKeough has begun talks with St. Mary's to see if the Saturday coffee morning could provide dementia friendly support.

Flu vaccinations were available at Lenham from 6pm once the vaccines were received. Two additional sessions were held in Harrietsham. Flu clinics can only be organised when all the different vaccines have been delivered. PPG members reported that some

patients had reported that they did not like having to attend the surgery for the flu vaccination in the cold and after dark. PPG members felt that a Saturday clinic would be preferable. Elaine explained that there are costs associated with staffing clinics outside GP working hours. Dr Hagen said that if sufficient appropriate vaccines were received the cost of holding separate clinics on Saturday at Lenham and on a week- day in Harrietsham would not be an issue.

### **3. Update on Plans for both Surgeries:**

No update regarding potential building works. The feasibility study for Lenham and Harrietsham has been passed to Allison Birchall.

Allison Birchall from the CCG has confirmed that no S106 money has been allocated to the practice. The NHS will allocate the money according to assessed need. Surgeries can continue to make applications for S106 money. Carol McKeough will pursue the CCG to ascertain how S106 money are being allocated. The current estimated surgery growth rate is approximately 300 patients per year.

### **4. PPG Update:** Membership, Dementia Friends talk, supporting a dementia café.

Carol put forward the suggestion of PPG/PCN members supporting Dementia Friendly Communities' by providing additional support at the St. Marys Lenham coffee morning. Carol will be arranging for staff at the coffee morning to receive the Dementia Friendly Training if that was wanted. Margaret P explained how training sessions had been held at the Memory café that used to run in Harrietsham. Carol stated that the aim is to provide a supported base rather than professional atmosphere at the coffee morning.

Margot Lawlor has decided to stand down from the PPG after many years. Peter Brown who runs the FISH scheme in Harrietsham will replace her. Carol will meet with Peter to discuss the remit of the PPG.

### **5. Practice update: Carers Week 8-14th June, Carers Day.**

Elaine has received feedback from AgeUK. The community centre will let Elaine know when the Hall is available. (11<sup>th</sup> June) Elaine asked for PPG members to attend to raise awareness of Dementia Friendly Communities. The St. Johns Ambulance has also been invited. Elaine/ Carol C to follow-up on whether CarersUK have been contacted. Elaine confirmed that the day would be available to young carers. PPG members stated that activities should be made available for young carers. The timing of the event may affect whether young carers are able to attend. Sally to inform Elaine/Carol C of the young carer's group name who support local young carers. Elaine will make enquiries also with the organisation formerly known as Voluntary Action Maidstone.

PPG members commented that the Self-check in screen is not working and have observed patients becoming frustrated whilst queuing for reception. It was also noted that the queue for reception gets mixed up with the queue for the dispensary. Elaine stated that the CCG refused a funding application to replace the self-check-in system and the practice will need to cover these costs. An engineer did arrive to fix the screen but the parts required were not available on that day unfortunately. The screen currently runs on Windows 10 and the surgery has to pay for this to run on a separate computer. Works need to be completed at times when patients are not on site which also causes further delays.

PPG members commented that time is lost for appointments because GP's are having to walk to the waiting area to call in each patient. Elaine stated that this is always under review but at present GP's are happy to do this.

The Monday morning 'walk-in' surgery aims to see the deluge of patients who would rather wait to see a GP on Monday than be seen during the weekend via the NHS 111 system. The walk-in surgery hasn't been advertised widely as it does not have the capacity to see many more additional patients and appointments need to be kept for priority cases. Reception will triage calls and inform accordingly as to whether patients should attend the walk- in surgery. The walk- in surgery on Monday's will be reviewed at the end of January.

There were no pre-book-able appointments in December due to staffing issues which have now been resolved.

There are 3 Receptionists; one providing face to face support whilst two are located behind the wall to receive telephone enquiries - which are busier than face to face enquiries. On Monday mornings two Receptionists provide a face to face service to patients. Elaine clarified that Receptionists have a demanding job in addition to the face to face and telephone enquiries they scan correspondence, chaperone, make calls to patients regarding their results etc. Elaine clarified the need for Receptionists to ask for more information when triaging. Carol M asked whether the practice could write an explanation for the local press so that patients can understand why this information is required. There are also more professionals available now for Receptionists to signpost patients to. The new log in system will ease pressure on queues. No complaints have been received regarding the 'walk-in' surgery.

Pauline Royer will be leaving the practice on 14<sup>th</sup> February.

The practice Facebook page is up and running.

The Screen display located in the waiting room has been updated.

**6. CCG update:** Kent and Medway Single shared patient record.

From April 2020 there will be 1 CCG for Kent and Medway dealing with all commissioning. There will be 4 Integrated Care Partnerships (ICP) across Kent and Medway. The New West Kent ICP will want to engage with PPG's and Primary Care Networks. Maidstone Borough Council (MBC) wants to work with PPG's. Deputy leader of M.B.C. is [faygooch@maidstone.gov.uk](mailto:faygooch@maidstone.gov.uk). Initial communication with her at the CCG /PPG meeting in January 2020 brought positive results regarding support for the Healthy Walks group.

**7. Primary Care Network** - Survey and information about additional services update from the practice perspective.

The Link to the new patient clinics survey is on the Ridge website <https://theridgepcn.co.uk> . Carol distributed the new PCN patient information pamphlet to PPG members.

**8. Update for walking for health:** What help may MBC provide to walking groups

There were 26 walkers in attendance on the New Year's Day Walk. A visit was made to the Goats sanctuary followed by lunch at the Bull. Thursday walks will recommence mid-Feb weather dependent. Two individuals will be attending the Walk Leaders Course to fulfil 3<sup>rd</sup> party insurance requirements. Len Valley Health Walks accept patients from all areas.

**9. Building a Dementia Friendly Maidstone AGM.** Update from Carol Mck.

Carol attended the AGM at Leeds Castle. Carol can email out the annual report to anyone who is interested as it details all activities that have been completed throughout the year in Maidstone.

**10. What is the mechanism for the practice to review letters from hospitals/consultants?**

Dr Hagan recommended patients ring 1 week after their test to obtain GP notes that will have been made next to the results. GP's will contact patients when follow-up appointments or action is required.

**11. AOB** - to be notified in advance of the meeting if possible, so that research can be carried out prior to the meeting and agendas can be adjusted if necessary.

**Next Meeting Date: No meeting date set until we are free of the Covid 19 virus**