



MINUTES of a PPG meeting
held on Monday 25th April 2022 at 1.00 pm in
Lenham Community Centre

PRESENT:

Carol McKeough (Chair), Teresa Jude (Deputy Chair), Jan Smith (Secretary) Sadie Curtis, Elaine Moles (Practice Manager) Marjorie Darby, Leila Ware, and Pamela Barber, and guest Jan Enever.

1. Welcome and Apologies:

Neil Pedlingham, Sally Phillips

2. MINUTES OF THE LAST MEETING:

Minutes of the Last Meeting content agreed but Leila noted that she had given apologies. Minutes to be amended prior to them being posted on the practice's website.

Electronic prescriptions are working – it is reducing the number of patients coming to the Surgery to request repeat prescriptions. Still flaws in the system because not everyone has online facilities. Also, problems if an immediate prescription is needed.

Abuse of staff is still at an unacceptable level – verbal and written. Patients are still unable to get appointments despite the number of appointments available and the number of receptionists on duty.

Problems with GP recruitment. The Saxon Warrior Pharmacy run by Bipin Patel may be involved in the Minor Ailment Scheme but patients can go to any pharmacy, not committed to Lenham Pharmacy.

A new system enables patients to carry out urine tests at home with a test kit sent to their homes by "Healthy IO". So far 300 patients have used this system successfully. The only draw-back to wider use is that patients need a Smart phone to record the outcome of the test which will go onto their patient record held by the practice.

3. PRACTICE UPDATE

Pamela Barber new to the organisation. Carol Cable has left. Jess, Lead Receptionist has stepped down to do admin and Samantha now Lead Receptionist. A new GP has been appointed Dr Pun who works every Thursday. The popular Paramedic Jamie has moved to Cornwall, and Elaine is involved in interviewing again. Hoping to appoint two part-timers. Two receptionists have left – having problems recruiting as it is such a stressful front-line job.

Harrietsham has not opened for GP appointments because of technical problems with the poor broadband. The surgery is to be used by “Hidden Hearing” and to carry out ultrasounds. NHS Digital are trying to sort out the IT problems. Harrietsham patients feel that they are the poor relations.

Is there anything the PPG can do to alleviate problems. The Practice has lost nursing staff but are trying to recruit new ones. The Practice received a Gold Standard appraisal last time they were assessed by the Care Quality Commission (CQC) – next appraisal imminent.

Elaine said that members of the PPG could help by encouraging and helping patients to take their own blood pressure, weight etc and generally to go online more to reduce footfall at the surgery. Plus promote self-check-in and patients can then check their own details. Janetta and Tom Sams were invited to today’s meeting to share their concerns but with the local elections coming up they were likely to be too busy.

Extension plans for Lenham Surgery –include 3 more clinical rooms and may be 2 storeys. Elaine waiting for the plans. There will not be any additional parking.

4. PPG UPDATE

Caroline Robinson has had to stand down as PPG Chair due to personal commitments. She may return in the future and has been added to our virtual membership list. Not sure about Sally Phillips – Jan will endeavour to find out if she is able to continue as a PPG member. Neil Pedlingham is still committed. Carol will contact Margaret Conan as she has not been attending the meetings and has not given apologies.

5. PRIMARY CARE NETWORK (PCN)

There are lots of additional clinics available run by the Ridge PCN. There is a link to the Ridge clinics from the LVP website, but patients are not always aware of them. It was suggested that the receptionists could assist patients to consider having an appointment at one of the clinics. These clinics may be run at any of the 5 surgeries that are part of the Ridge PCN area. These surgeries are Bearsted, Sutton Valence, Langley, Headcorn and Len Valley. Every Monday at Lenham surgery there is a PCN nurse run clinic. There are also GP appointments available at weekends at Albion Place surgery in Maidstone. Elaine said that the system is not easy for reception staff to see if there are appointments available as they must exit the surgery EMIS system and enter PCN electronic EMIS system. GP Video consultations are becoming more popular which is a good thing especially for working people or those unable to travel.

6. CCG UPDATE

NHS Kent and Medway Clinical Commissioning Group (CCG) is the NHS organisation that plans and buys healthcare services to meet the needs of our population.

There are 1.8million people living in Kent and Medway. They had an annual budget of £2.738 billion in 2020/21 to provide the best possible care for the whole county.

The CCG was formed in April 2020 by bringing together eight smaller CCGs. Creating one CCG was a vital step towards Kent and Medway becoming an integrated care system, with health and care organisations working together much more closely than in the past.

7. UPDATE FOR WALKING FOR HEALTH

Jan Enever explained that Walking for Health now run under the auspices of the Ramblers Association. This requires logging on and many of the Lenham walkers are not online. Jan explained that as a group they are also experiencing insurance cover problems. She is seeking support from the Ridge PCN to help with the insurance cover expense as the organisation is promoting good health in its widest sense.

Carol said that there might be some money available from the PCN. Jan agreed to contact Dr Faye Hinsley PCN Clinical Director to ask if the PCN can assist. (after the meeting Jan confirmed that Dr Hinsley had agreed to cover the insurance cost for the 3 practices who run walking for health groups for this year.

8. AOB

Elaine said that the surgery is closed during the lunch-hour because of staff problems. It is open for some appointments, patients are buzzed in. PPG will now support that on a Monday and a rota has been set up.

Elaine said that if any patients are experienced problems with the home urine test to just come to the surgery.

Elaine said that regrettably an evening meeting of the PPG would be very difficult in the present circumstances. The lunchtime on a Monday provides an opportunity for Dr Reed to attend. We do need to encourage younger people to become members of the PPG to ensure that the issues consider all patient population.

DATE OF NEXT MEETING

Monday 4th July at 1.00 pm in the Lenham Community Centre, Sadie will ensure the booking is done.

Rota:

9th May Teri

16th May Leila

23rd May Teri

30th May Sadie

6th June Marjorie

13th June Leila

20th June Carol

27th June Jan