

## Minutes of PPG Meeting 19<sup>th</sup> July 2019

**Present:** Sue Stanbridge (Chair), Mary Chamberlain, Joanne Adam, Elizabeth Malik, Ruth Ellis, Stephen Parris and Fiona Pring

**1. Apologies:** Pippa Doran.

MC kindly gave a fitting tribute to Maggie Hagger who had recently died and had been a very much-loved member of the Committee for a good number of years.

Details of her memorial service were provided, and it was agreed to send a donation to her nominated charity.

We shall miss Maggie very much.

**2. Minutes of the Last Meeting:**

The minutes of the last PPG meeting 10<sup>th</sup> May 2019 were approved.

**3. Matters Arising:**

There were no matters arising.

**4. Treasurer's Report:** The current balance is £2,487.27, but payment for the Doppler machine (c. £1k) was still to be deducted.

**5. Discussion with Dr Oliver Ferguson on self-help groups**

.Dr Ferguson was unable to attend the meeting, but it was confirmed that the self-help books were being loaned out, but unsure whether they were being returned as expected.

**6. Surgery News:**

JA fed back to the Committee that the Surgery had recently undergone a CQC telephone interview, following which it was decided that the Surgery did not need a follow up inspection. There is now a 5 year cycle for physical inspections.

Staffing:

JA confirmed that Dr Ferguson would be off sick for 4-6 weeks. Two locums had been appointed to cover Dr Gillam's maternity leave – Dr Rebecca Smith who would cover Mondays; Dr Anna Brodski who would cover Thursdays and Dr van Gijn would cover Wednesday mornings.

General Surgery News:

JA also provided an update following the half yearly AGM and staff meeting:

- This will help the Surgery to be a dementia friendly practice. The Dementia Nurse will work with the surgery to advise what can be done in the waiting rooms and will also deal with Dementia referrals from Kingswood
- An area of the waiting room will be cordoned off to make it quieter – perhaps the area by the window. A CD player may be purchased to play calming music and there will be posters specific to dementia. **Stephen agreed to review the music and speakers to enable this to happen. Action: SP**
- Heather is the Surgery’s Carer’s champion. There are forms at the reception desk that can be filled out by either a carer or someone who is being cared for. Heather will then contact the patient to advise them of help and support available from Involve and arrange an appointment to see a representative from Involve at the surgery if they wish.
- The Surgery wanted to add a section on the website of ‘You say – We Did’, however, the new generic West Kent website is unable to facilitate this at present.
- The Surgery is holding an Open House event on Saturday 26<sup>th</sup> October between 11am – 1pm for Age Well West Kent. This is for people 60 years old and over and will provide information on services. It may be suitable to man a PPG stall. **An article on this could be included in the next newsletter. Action: SAS/JA**
- There is a new GP locum bank called Lantum, which will help to provide locum cover to Practice in the Tunbridge wells area.
- The merger of 8 CCG’s into one and becoming an ICP (Integrated Care Partnerships). Clusters are merging and becoming PCN’s (Primary Care Networks). Dr Oliver Ferguson is the Deputy Clinical Director of the TW PCN.
- There is a new NHS app available however, an account with Kingswood Surgery to facilitate online requests, is not yet available
- It was suggested putting a note in the newsletter about the Pharmacy2U communications that patients are receiving as it is not supported by Kingswood Surgery. **Action: SAS/JA**
- Dr Bowes, supported by one of the Receptionists, would continue to provide a clinic starting at 7am each Monday.

#### Patient Feedback / Friends and Family:

JA provided the Committee with the Friends & Family feedback. There were 7 x extremely likely and 2 x likely with comments including “better than my last surgery”; “receptionists are great”. JA also confirmed that the rating on NHS Choices website now had an overall 4\* rating.

## **7. New Committee Members:**

SAS confirmed that Grant Rudge was keen to return to the PPG Committee and she would invite him to the next meeting.

It was also noted that three other people had also shown an interest in joining the Committee and it was agreed to invite them to the next meeting in September.

**Action: SAS**

## **8. Flu Clinic Dates:**

JA agreed to provide the Committee with the dates for the flu clinics as soon as they are available.

## **9. Purchases for the Surgery:**

It had previously been agreed to share the cost of purchasing a new Doppler machine for the Surgery. It was also suggested that the PPG could fund the cost of the music system for the quiet waiting room area. SP to confirm costs.

**Action: SP**

## **10. Any Other Business:**

### Future Agenda Item:

RE asked whether there could be an agenda item of End of Life Care for the next meeting. Following discussion, it was agreed to invite Dr Ferguson to the next meeting to discuss what is currently in place and take suggestions.

### Feedback from other PPG Websites:

Committee Members had researched a number of websites and it would appear that we were doing as much as other PPGs and in some cases more. Coffee mornings were discussed, but it was agreed that there was not sufficient space to hold these in the Surgery.

It might be an idea to discuss this with the other PPG Groups within the PCN.

### AGM – Tuesday, 8<sup>th</sup> October @ 7pm

JA, SP and RE agreed to take on the responsibility of ensuring the AGM was properly advertised and the necessary posters were displayed in the Surgery giving the statutory notice of the date. SAS agreed to send SP/RE/JA the template for the AGM.

**Action: SAS/JA/SP/RE**

### PPG Committee Secretarial Role:

With the sad passing of Maggie Hagger, the Committee were asked whether anyone would like to take on the role of Secretary. SP kindly agreed to take the notes of the next meeting, but a permanent Secretary was still needed. SAS asked the Committee to consider this as she found it difficult to Chair a meeting and take the notes.

**Action: All**

**11. Date of Next Meeting:**

The next meeting would be held on **20<sup>th</sup> September 2019**.

Similarly, the November meeting would be held on the **22<sup>nd</sup> November** and not the 15<sup>th</sup>.

There being no further discussion, the meeting concluded at 3.35pm