

# Northdown Surgery

## Patient Participation Group

### Meeting Minutes for 8<sup>th</sup> January 2020

**ATTENDEES:**

**PPG Committee:** Jan Dell (Chair, patient), Jane Cooper-Neville (Assistant Secretary, patient)

**Patients:** CK, PR, AJ, DB, JB, MA, GT, HK, FK

**Practice staff:** Wendy Blake (Practice Manager), Toni Miles (IT Admin)

**Apologies:** Neil Heslop, George Trelor, DJ, ED, DD

Agenda item:	Discussion item:	Action Required:
<b>Welcome and Introductions</b>	The meeting was opened by Jan Dell who welcomed everybody	
<b>Apologies for absence</b>	Neil Heslop, George Trelor, DJ, ED, DD	
<b>Minutes of the last meeting and matters arising</b>	<p>It was noted that the first line of the second para of the Assistant Secretary's Report should read '<i>It is anticipated that the Kent and Medway Plan will be available by the end of the year.</i>'</p> <p>Following the above the minutes of the last meeting were agreed as an accurate record, nominated by HK and seconded by DB.</p> <p>There were no matters arising.</p>	
<b>Officer's reports</b>	<p><b>Chair's report</b> It was noted that there was no written report from the Chair. Jan Dell informed the meeting that we were still awaiting the outcome of the judicial review of stroke services.</p> <p><b>Assistant Secretary's report</b> JCN reported that she had attended a meeting of the Thanet Health Reference Group on 4<sup>th</sup> December. JCN ran through the tabled PowerPoint presentation that had been given by Tracey Dumbarton (East Kent Mental Health Programme Lead) on the range of mental health and wellbeing support and services available across Thanet.</p>	
<b>Practice Manager's report</b>	<p>Wendy Blake highlighted aspects of her tabled report as follows:</p> <p><b>Staff</b> The Primary Care Network (Northdown surgery is part of a local Primary Care Network with Bethesda, The Limes and Mocketts Wood) has employed two specialist mental health nurses and appointments with them can be booked at reception. A new physiotherapist has joined the team</p>	

	<p>(working on a Friday) and he can be seen for assessments and referrals. In February/March a new GP will be joining the surgery. Two staff members are leaving; the Care Coordinator and a member of the reception team.</p> <p><b>New appointments system</b> The new system is working well although there are still complaints that there are not enough appointments. There are more pre-bookable and, phone and on-line appointments available.</p> <p><b>Care home project</b> A new team is being established that will eventually carry out care home visits for those establishments within Northdown surgery's catchment area.</p> <p><b>Missed appointment</b> These were higher in December than usual. Patients are reminded to let the surgery know if they are unable to make their appointment. It was noted that the surgery regularly contacts vulnerable members of the community to remind them of their appointment.</p> <p><b>Health Pod</b> This has been removed.</p> <p><b>Patient information kiosk</b> This has been installed but is not widely used.</p>	
<p><b>AOB</b></p>	<p><b>Future of the Patient Participation Group's</b> Jan Dell reported that Neil Heslop has resigned as Secretary and she asked that the minutes reflect the PPG's thanks for the time and energy he had dedicated to this role. Jane Cooper-Neville has agreed to minute meetings of the PPG up to the AGM in July. The PPG is therefore in need of a new Secretary and Assistant Secretary.</p> <p>Jan said that the PPG will be setting some identified goals for its work going forwards. The goals will be determined from the feedback received from patients via a survey to be conducted over the coming months. This is an opportunity for everyone who uses the surgery to tell the PPG what they would like it to do and to identify topics of interest. The aim is to increase participation in the PPG and its meetings. This would be based on a survey that the PPG were going to design – surgery can assist in sending this out.</p> <p>MA offered to speak about the work of the Kent Autistic Trust at the next meeting of the PPG on 1<sup>st</sup> April.</p> <p>There was a general discussion about strategies for increasing the numbers of patients attending PPG meetings.</p> <p>Jan Dell agreed to contact the National Association of Patient Participation Groups (NAPP) for suggestions and identified best practice.</p>	<p><b>PPG Officers</b></p> <p><b>Add item to agenda for 1<sup>st</sup> April</b></p>

	<b>Patients queuing outside the surgery in the morning</b> MA raised the issue of people queuing outside the surgery it was noted that a few people are still queuing while they wait for the surgery to open.	
<b>Next meeting</b>	The next PPG meeting will be on Wednesday 1 <sup>st</sup> April 2020 at 6.30pm  There being no other items for discussion Jan Dell closed the meeting at 19:36 and asked those in attendance to encourage other family and friends to join the PPG.	