

The Hawkinge and Elham Valley Practice

Patient Participation Group (PPG)

Minutes of Annual General Meeting on 14th March 2024
(draft for confirmation at next AGM)

Welcome and Apologies

Present: - TH, CC, JS, AC, DG, DF, PS, DC, NB, NM, CH-Y, MB

Apologies: - TJ, CW

Appointment/Confirmation of Officers

---Chairperson.

There were no volunteers to take on this role, but MB advised that she was willing to continue as chairperson if the group was happy for her to do so. It was proposed that MB be asked to continue as chairperson. There was unanimous support for this proposal. MB was confirmed as chairperson of the PPG.

---Practice Representative.

The Practice advised that they wanted CC to continue as their representative. The group were very happy to confirm their unanimous support for this proposal. CC was confirmed as Practice representative to the PPG.

---Secretary/Minutes Secretary.

There were no volunteers nor any proposals for a person to fill this role. TJ had advised that she would be able to support the meeting by taking notes when she was able to attend a meeting. It is hoped that a secretary may be found soon.

To Agree updated Terms of Reference for the PPG

The draft Terms of Reference had previously been circulated. There was a brief discussion of the content, and it was agreed that the Practice would add an item covering patient complaints/comments to the PPG agenda on a quarterly basis. There was unanimous agreement to accept the updated document as drafted.

To Agree updated Code of Conduct for the PPG

The draft Code of Conduct had previously been circulated. The document was discussed, and a minor amendment was made to the wording in relation to the use of mobile 'phones. The amended document was unanimously approved.

Practice report for 2023

Staffing at the surgeries: - A very busy year for the Practice has included many staff changes. The Practice Manager (PM) left, and, from April, a locum manager covered the Practice until the new permanent PM –Jo Sheldrick-took up post in August 2023. The Practice is actively recruiting another salaried GP and reception staff. At present the staffing position is: -

3 GP partners-- Dr Mahmood, Dr Oochit, Dr Ghosh.

3 salaried GPs-- Dr Elete, Dr Nelson, Dr Salaam.

4 Nurses-- 1 specialist nurse, 2 prescribing nurses, 1 nurse. Another nurse will join the surgery in April 2023.

2 healthcare assistants.

1 GP assistant.

1 paramedic practitioner.

1 clinical pharmacist.

3 Management staff.

12 administrative staff.

Doctors, medical and nursing students regularly train with the Practice. During the last year 2 fully qualified GPs completed their training in the surgery. Having trainees in the Practice increases the availability of appointments to patients.

Services at the surgeries: - The appointment of a GP assistant who has completed her phlebotomy course (taking blood) has allowed the surgery to increase the number of appointments available. She will now learn how to take blood pressure and electrocardiogram recordings. There is a health pod in the waiting room which records height, weight and blood pressure, feeding this into the patient's medical record. The pod was damaged in the recent fire but is now fully functioning again. The Practice now uses text messaging to allow patients to book directly with certain clinics. The staff are now

trying to improve the match between demand and capacity in relation to the appointment system.

Relationship with the PPG: -The PPG has been very supportive this year with regular meetings, assisting with flu clinics and attending PCN PPG meetings. The Practice would like to thank Andy Close for the many years he has been a positive and supportive chairperson for the PPG. We hope to continue and build on this relationship with the new chairperson who took over from Andy. Some communication difficulties were identified during the year, but these now appear to have been resolved and we are hopeful that the membership of the PPG will continue to increase to the benefit of both Practice and patients.

Practice accommodation: - The latter half of 2023 saw a new extension of the surgery resulting in 2 new clinical rooms, a new manager's room and a small meeting room. This in turn has allowed for an increase in the clinical team and space for more trainees. Unfortunately, these rooms had only just become available when the surgery experienced a fire caused by a faulty label printer. The Practice would like to thank the Lighthouse church who provided shelter and refreshments on a cold and windy day to everyone who had to leave the building so quickly. Thanks are also due to the other practices within our Primary Care Network who gave their help and support to keep services running in the immediate aftermath of the fire. It is important to acknowledge how hard all staff members worked in extremely difficult circumstances to provide the best possible care for patients while the building renovations and repairs were, and still are, taking place. Room 6 should be available again within the next few weeks.

PPG chairperson report 2023

I took over as chairperson to this group only in July 2023 so the first thing I would like to do in my report is acknowledge and thank Andy Close for the hard work and commitment he put into chairing the PPG for the several years until his resignation from the post last summer. He managed the group through what we all know were some very difficult times and, though I didn't belong to the group then, I am told he was an extremely good chairman so I would like to thank him on their behalf for all he did. On a personal note, I would also like to say thank you to him for sharing his extensive knowledge of local health issues with me and his support as I have tried to come to terms with taking over his role. I hope I can handle it as positively and well as he has clearly done.

Next, I would like to acknowledge the excellent work done by Pam Sullivan in her role as Secretary to the PPG. There is a great deal of work attached to that role and she handled it

all efficiently and to a very high standard. Sadly for us she has now resigned from the PPG as she is moving to live closer to family. We extend our thanks for her past involvement with the group and wish her happiness in her new life.

We have seen several resignations from the PPG in the last year for various reasons, but I am pleased to report that we have also recently welcomed several new members. We now have 16 full members of the PPG and 6 virtual members. Hopefully we can encourage even more patients to join us in the coming year.

Since I became chairperson of the group, we have spent a significant amount of time establishing ourselves again after a difficult few months. We have been developing new relationships with Practice staff following several changes and have a positive working arrangement with the relevant staff members.

We have a new noticeboard in the waiting room to inform all patients about our activities and have established a working group to address communication issues with the practice, other patients and the wider community.

We are addressing some access issues at the surgery to make life easier for those of us who have mobility problems or are less able.

We assisted the practice by providing volunteers to help staff during the flu immunisation clinics in the autumn of last year.

We would like to acknowledge how hard the staff at both surgeries worked to keep services running as smoothly as possible both during the extensive building work last year and following the recent fire in the surgery. Those few months were a very difficult time for everyone, and the PPG appreciated the commitment from staff to manage it as well as they did.

There were no other issues for consideration and the meeting was concluded for this year.