

Hawkinge and Elham Valley Practice

Patient Participation Group (PPG)

Minutes of Meeting on 14th March 2024

1. Welcome and Apologies

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

The chairperson welcomed new members to the meeting.

Apologies: - TJ, JP, NP.

2. Minutes of the last meeting (25th January 2024)

The minutes of the last meeting were unanimously approved.

3. Matters Arising: -

* Communication Issues

The communication sub-group has had a first meeting. The Practice is expecting to update and make changes to the Practice website, including the PPG webpage, in the next few months. After discussion it was agreed that the patient members of the subgroup should look at the website and the PPG webpage and advise the managers involved about any changes and/or additions they felt would improve both the content and accessibility of both. Any suggestions will be brought for discussion at this meeting before passing them to the Practice. **Action MB, TJ, NB, CC, TH**

The noticeboards are now functioning, and TJ/ DC keep them updated as necessary. The content on display will be kept under constant review and changed as appropriate.

A first draft of the proposed PPG spring newsletter has been circulated and members were asked to advise MB as soon as possible about any changes that might add to the content/presentation of the document. **Action All**

* Handrail to footpath

There has been no further progress on this issue to date.

* Weight, height blood pressure machine

The machine has now been repaired following the fire and it is fully functioning in the waiting room. Information from the readings is automatically recorded in patient records.

* External door automatic opening

This cannot be done until funding has been identified but, in the meantime, a notice will be placed on the door advising patients to ring the reception call bell for assistance. **Action CC**

* Assistance rails to chairs in the waiting room

There has been no further progress on this issue yet.

* Liaison with Harbour PPG

JS has not yet received an answer to her enquiry. She will chase again before the next meeting.

Action JS

4. Report from Practice.

Staffing issues- The last 3 months have been very difficult due to staff sickness, both some long-time sickness and seasonal illnesses. This has contributed to problems in retaining new staff members within the reception team. The Practice is currently advertising for part-time reception staff and such recruitment will obviously involve a lot of training which, in turn, will impact on telephone answering time. One new staff member has joined the team, 3 have left and a further 3 are to be recruited.

Grace has become a GP assistant and has been successfully trained to take blood. She will now have further training to add to her skill set. A full-time Practice nurse has resigned and been replaced with a New to Practice nurse (still in training) and a nurse will join us in April, but she will also need training.

Illness among the clinical staff recently has unfortunately meant the need to cancel and rebook appointments—all taking scarce administrative time.

Between January and April, a lot of clinical time is devoted to arranging annual health reviews for as many patients as possible who have long term medical conditions.

5. Reports from External Meetings.

MB confirmed that she will continue to circulate minutes from the PCN PPG and if anyone has any questions or comments, they can be raised under this agenda item at each meeting.

Other meetings that the PPG members used to attend no longer seem to be happening, but we will make some further enquiries.

6. Any other business.

MB advised that she had to attend a hospital appointment on the 18th of April so asked if someone could chair the meeting on her behalf. It was decided, after discussion, to cancel the April meeting. The next PCN PPG has also been rearranged for that date and CW agreed to attend to represent our PPG.

7. Date and time of future meetings.

16th May, 20th June, 18th July, 15th August, 19th September, 17th October, 21st November, 19th December. The meetings will be held in Hawkinge at 5pm.

