

**SYDENHAM HOUSE GROUP: SYDENHAM HOUSE MEDICAL CENTRE, MUSGROVE  
PARK MEDICAL CENTRE AND HOLLINGTON PLACE SURGERY**

**PATIENT PARTICIPATION GROUP MINUTES**

**(Practice colleagues and PPG members joint meeting)**

**14<sup>TH</sup> MAY 2024 @ 2.00PM**

**Venue: Sydenham House Medical Centre**

**Attendees - Sydenham House Group;** Dr Chinni (GP), Alison Stacey (Service Delivery Manager), Natasha Carter (Practice Manager).

**Attendees – PPG Member;** John May (Chair), Carol Boorman (Secretary and note taker), Adrienne Lowing, Colin Hlland-Kemp, James King, Junetta Whorwell.

**Apologies PPG Member;** Mary Bush, Linda Christie.

1. **Welcome and Introductions;** John May welcomed attendees and introductions were made.
2. **Apologies** as above.
3. **Minutes** of meeting on 30 January 2024 discussed and agreed. Minutes of meeting on 19 March 2024 (PPG members only) discussed and agreed.
4. **Actions of meeting from 30 January 2024;**
  - a. Discussion regarding NHS services/information to be streamed whilst patients wait for telephone appointment line to be picked up. NC responded that the Practice would enquire if this could be done, however there is a possibility that changing the system would accrue a cost.
  - b. PPG posters currently are in GP reception areas – PPG members are invited to update these – PPG will ask for volunteers. (see action sheet).

**Actions of meeting from 19 March 2024 (PPG members only).** Please see updated Action Sheet Summary.

Action: CB to contact successful PPG Chairs/Leads. Theresa Hassell (Practice Secretary) forwarded contact details. CB contacted Chairs and invited New Hayesbank Chair to a PPG meeting however, date was not convenient, therefore CB and JM met with David Burrill (Chair of New Hayesbank Surgery) on 15 April 2024 for a discussion on how to be a successful and productive PPG. David has been Chair for a number of years and the PPG is very proactive alongside enthusiastic Practice staff.

Notes from meeting with David Burrill (Chair of New Hayesbank Surgery)

- A Senior GP and Practice Manager always attend the PPG meetings and Senior Nurses are invited.
- Meetings are held in the evening.
- On the suggestion and support of the PPG the Practice have a walk-in clinic for their patients that are over 75 years old and a paediatric walk-in clinic which is proving very successful.
- PPG members attend the flu and other clinics to try and recruit new members.
- PPG produce a Newsletter regularly.
- PPG Chairs of the Primary Care Network (PCN) meet regularly to share information and network.
- David is also a member of the PAN Group which is a wider group of PPG Chairs and is led by Dr Sadia Rashid, Clinical Director of the Mid Kent PCN. There are seven surgeries who are part of the Mid Kent PCN (of which we are one).
- David also participates in council led forums.
- David and his PPG members do not see the value in external speakers.

CB had a telephone conversation with Tim (Chair) of Sellindge Practice PPG; they are working on reinstating their newsletter, do fundraising activities and PPG members visit the local café to try to recruit new members – however it is recognised that Sellindge is a village practice, so slightly different from our cohort of patients and numbers significantly less.

**5. Discussion regarding updating Practice website and survey.**

JM and CHK highlighted concerns regarding the Practice website.

- i) Health information not easy to find and out of date.
- ii) It was suggested that patients with Autism, ADHD or other neurodivergent conditions may find the website difficult to navigate, so would there be the possibility of an inclusivity component on the website?
- iii) Pharmacy First does not explain the criteria for contacting them on the website (age restrictions) and therefore misleading.
- iv) JW suggested information on website should include updates regarding child immunisations and symptoms of whooping cough and other childhood ailments.
- v) CHK suggested that the Appointments Section of the website should present the eConsult form first and then the telephone number (this may help to lessen the telephone waiting time for patients).
- vi) Services available to patients to be added to the website i.e. Physiotherapy (patients can ring the surgery and have initial consultation with the physiotherapist without being referred by a GP, as can HCAs, Nurses and the Pharmacy technician (for medication advice etc).
- vii) The website to include specific NHS awareness weeks i.e. it is currently Mental Health Awareness week.
- viii) NC reported that articles from the quarterly NHS Focus Magazine (Imperial Health Charity) are posted on the website.

It was recognised that the website should not be overloaded with too much information. NC confirmed that the Practice do not have a specific staff member that oversees the website, and it is outsourced, however information can be forwarded to the provider.

**Action:** CHK to meet with Claire Patching to update Practice website. AS to arrange.

## 6. Practice and PPG shared Goals.

Discussion between practice colleagues and PPG members on our shared goals for the future of this group.

- Supporting the flu/vaccination clinics by PPG member(s) attending.  
**Action:** Request Practice inform Chair and Secretary when clinics are running, so representatives of the PPG can support.
- Increasing attendance at the PPG meetings, encouraging new members to join (particularly patients from minority groups) and existing members to attend.
- Attending Health Education Events – when informed of dates.
- To work together to improve services at the practice.
- To promote good health (to be included on the practice website).
- JM highlighted that at a previous joint PPG meeting, the practice stated that 40% of patients who rang at 8am did not require a GP appointment and 10% did not require to see anybody. It was concluded that there needs to be more patient awareness on where to access healthcare services which do not require an on the day appointment. NC added that everyone should take responsibility for their own health.
- PPG leaflets to encourage membership to be distributed to local pharmacies; Paydens, Wells (Brookfield Road), Kamsons (Town Centre and South Ashford) and Ashworths (Beaver Road).  
**Action:** PPG members to agree who will distribute leaflets to Pharmacies.

## 7. Dr Chinni to share information on how the Practice Group are developing services in the future for the benefit of their patients.

Dr Chinni attended at the start of the meeting.

Dr Chinni began by explaining that the NHS is under immense pressure and cannot always meet the expectations of their patients. It is necessary to make patients aware of services that can be accessed directly through the practice without seeing a GP i.e. Physiotherapy (first consultation). Patients for services not requiring a GP referral should ring late morning or preferably in the afternoon. The group agreed (as previously discussed at the meeting) that the website should be updated to reflect services that can be accessed without referral from a GP.

## 8. Any Other Business.

NC shared Practice information.

- Same day funding (NHS England Winter Funding) finished in April. The practice will apply for funding again when applicable. The extra funding was used for services at the Musgrove site for patients from all three practices.

- Covid clinics have started – vaccinating over 75s.
- Two receptionists have changed job roles, still employed at the Practice.
- New Pharmacy Technician has been employed to help with medication requests and reviews.
- There is a receptionist care co-ordinator, one of their responsibilities is to chase patients requiring a repeat blood test and patients that have missed vaccinations (not babies or childhood vaccines). Patients refusing vaccinations will be coded (marked on their medical records) so they are not chased.
- There are now two ultrasound scanners, one in Musgrove Practice and the other is at Sydenham House Practice.
- A Health Inequalities Lead is employed to contact minority groups i.e. Nepalese patients, to encourage them to attend health screening (bowel, cervical smears, mammograms etc).
- On 20<sup>th</sup> May the practice computers are migrating, which may lead to internet issues, although the practice has been assured that there should not be any disruptions.

Other points raised.

- The group discussed updating and taking responsibility for the PPG information on the Practice Boards.

**Action:** To agree who will take on the role for keeping PPG information updated.

- Members agreed the group is still in its infancy, therefore will not introduce a newsletter until it is more established and will not be fundraising for the Practice.
- Rebuild General Practice website information had been sent out prior to this meeting to all members. The campaign objective is to unite patients and GPs to defend the profession. The group agreed this is a worthwhile campaign.
- CB distributed a NHS acronyms sheet to members for information.
- Discussion about alternating venue and timing of the PPG meetings, to encourage higher attendance. It was agreed that we will trial having early evening meetings during the summer months.

**Date of next PPG pre-meet (Patient members only);**

Sydenham House Practice Meeting Room

Tuesday 2 July 2024 @ 14.00

**Venue, date and time of next PPG collaborative (Practice colleagues and Patient members meeting);**

**Hollington Place Surgery, Blue Line Lane, TN24 8UN.**

**Tuesday 13 August 2024 @ 18.30**

*Please encourage family, friends, neighbours and colleagues to join the PPG if they are patients of any of the three Practices under the umbrella of The Sydenham House Medical Group.*

*Please confirm attendance and if anyone has transport issues contact Carol Boorman.*