

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)

Friday 17 April 2026 @ 2.00PM

Venue: Sydenham House Medical Centre

Attendees - Sydenham House Group; Dr Shah, Natasha Carter (Practice Manager).

Attendees – PPG Member; John May (Chair), Carol Boorman (Secretary), Colin Hulland-Kemp, Adrienne Lowing, Terry Bush, Delene Alouane, Michael French and Roberto Geonzon.

Apologies Practice Member; Alison Stacey (Service Delivery Manager), and Dr Chinni (GP Partner).

Apologies PPG Member; Heather and Charles Slater, Jenny Carroll and Karen Bell.

1. **Welcome and Introductions;** John May welcomed attendees and introductions were made.
2. **Apologies** as above.
3. **Minutes** of meeting on 30 January 2026 discussed and agreed.
4. **Dr Shah and Practice Manager – Practice Update.**

Natasha (PM) and Dr Shah informed the meeting of the following.

- a. The Integrated Care Board (NHS Kent Medway) will be showcasing Sydenham House Group's GP Improvement Plan, as an example of good practice, following meetings with the practice and the ICB weekly. The ICB is the statutory NHS organisation responsible for planning and purchasing health services for people in Kent and Medway. Their aim is to improve local services and support healthier living.
- b. Dr Shah explained that the 'on the day' duty Doctor has the responsibility of triaging urgent patient eConsult requests however, all other appointments are triaged by each individual clinician and a face-to-face appointment is offered following the triage call where required. The receptionist will populate an eConsult on behalf of the patient if the patient presents at the surgery and is unable to do so. Twice a week the GP will work until 9pm, as it was explained that there are test results, paperwork and documentation to complete.
- c. No complaints regarding patients not being able to obtain an appointment have been received since October 2025.
- d. There has been a 90% reduction in calls between 8-9am and a reduction of 66% of calls overall.
- e. The walk-in Clinics are running monthly (one Saturday per month) however the Practice are considering stopping these in the future as the demand is not as high as

it once was. It is still working on a 'first come first served' basis and dates of the clinics can be found on the Practice website. There are 8/9 pre-bookable appointments available on a Saturday.

- f. The Meningitis B vaccines are being given at Musgrove surgery, to those eligible, following the outbreak in Canterbury. The ICB (Integrated Care Board) have not communicated regarding the Meningitis vaccine, however their website was down today.
- g. The IT system at the Practice has also had problems and went down recently. The clinical system is 'EMIS' and has been crashing lately due to IT outages which have affected practices nationwide. System One is another Practice system used by some practices, however Natasha reported that this Practice will not use it.
- h. The Practice is expecting to go live on Tuesday (19 May) with a system known as ICE (Integrated Clinical Environment) which is a widely used system in the NHS that allows GP practices to securely access pathology and radiology results, as well as notes from acute hospital departments.

5. Update of Practice Website – Colin Hulland-Kemp.

Colin highlighted that the wording of the appointment system regarding Saturdays, is confusing.

Action: Natasha to check wording of the Saturday appointment system.

Data Protection review date requires updating. Natasha responded that she has spoken to the team that manage the website and they are unable to change any wording to Policies.

Natasha has asked Chelsea to add 'Policy' in the review date i.e. 'policy last reviewed and policy next review date'.

Action: Natasha to request Chelsea reviews dates on protocols and documentations.

Colin commented that once again the Friends and Family Survey summary is often at odds with patient comments. Natasha explained that the survey feedback (data) from patients is collected and analysed by NHS England, therefore it is out of the Practice control.

Colin suggested that there is a positive statement on the Practice website, for example, 'you said, we did'. Natasha is uncertain if there would be any space on the website.

Action: Natasha to liaise with Alison Stacey the viability of adding the above to the website.

Colin will continue to liaise with Natasha regarding the Practice website and any issues/discrepancies that arise.

6. Appointment System in Primary Care – anecdotal personal evidence/experience of clinicians working in East Kent Hospital Foundation Trust.

A patient PPG member (ex-clinical) shared their experience after visiting the William Harvey Hospital recently. It was apparent that many patients in the A & E department, according to the clinicians working there, did not need to attend and should have been seen by their GP. The group asked if this is because patients no longer feel they will be seen by their GP? Natasha and Dr Shah responded that unless the acute services could highlight (i.e. collect data) to show which practices had several patients unnecessarily attending the hospital, they could not comment.

7. Yearly review of medications – required by GP?

Patient medication reviews are done yearly however it is not always the requirement that a GP does these, for example the Asthma Nurse can review a patient who is on the asthma clinic list, the same applies for the diabetic patients etc. Many medications can be reviewed by a telephone consultation, unless a blood test is required or a clinician deems it necessary to see the patient face to face.

8. Training Workshops for patients – John May.

John proposed that the PPG alongside the Practice offers workshops to patients, as this has been successful in other practices. Proposal for the first workshop is Basic Life Support offered by the Red Cross. It was suggested that these workshops would be delivered out of surgery hours (after 1pm on a Saturday) for approximately a group of 15 people. Natasha said it is something the practice would be happy to support. Other suggestions included Mental Health support (possibly delivered by one of the PPG members – ex mental health clinician) and Good Death Care (Pilgrims Hospice).

Action: Natasha to confirm if the workshops can go ahead and liaise with John on possibly dates and venue details.

Action: John to contact Red Cross re delivering workshop and liaise with Natasha on venue and dates available.

9. Any Other Business.

John attended a Wellness Event 6 weeks or so ago, which he found interesting and informative and suggested that these events are advertised in the practice for patients. They are held quarterly. Natasha agreed to share future dates and will forward to members.

Action: Natasha to share future Wellness Events to the group.

John reiterated that he has invited our Ashford MP (Sojan Joseph) to attend one of our meetings and will chase a response.

Action: John to invite Sojan Joseph to one of our PPG meetings.

Venue, Date and Time of next PPG Meetings:

Patient only PPG meeting (for agenda setting)

Sydenham House Practice, Friday 3 July 2026 @ 2pm.

PPG (Practice and PPG members)

Sydenham House Practice, Friday 17 July 2026 @ 2pm.

Patient only PPG meeting (for agenda setting)

Sydenham House Practice, Friday 2 October 2026 @ 2pm.

PPG (Practice and PPG members)

Sydenham House Practice, Friday 16 October 2026 @ 2pm.