

## MINUTES OF THE MARDEN MEDICAL CENTRE PATIENT PARTICIPATION GROUP

### AGM & COMMITTEE MEETING 26<sup>th</sup> June 2021 7:00pm via ZOOM

**PRESENT** John Haddow, Jane Annetts, Gill Tarry, Chris Childs, Judy and Carroll Taylor, Kate Tippen, Sian Burr, Peter Kershaw, Valerie Hesketh, Julie West, Jenny Jones, Anthony Sampson, Gavin Atkin, Annabelle Blackmore, Annette Scott, Dr Julie Morgan, Mary-Jayne Bournes, Laura Rickaby (Involve)

**APOLOGIES FOR ABSENCE** Neil Potter, Richard Estall, Ann Boswell, Jill Nichols, Annette Sealy

#### INVOLVE PRESENTATION

Laura Rickaby gave an informative presentation on the Social Prescribing services provided by Involve for Marden patients.

Social Prescribing is when GPs refer patients for non-medical support in the community, in order to improve their health and wellbeing and forms part of the NHS 10 Year Plan. Marden Medical Centre as an early pilot for social prescribing in west Kent and Involve have been active supporting Marden patients for 3 years or so.

LauraR covered Involve in general, the KCC Universal Support in the Community Contract and the Community Navigation service. The presentations will be made available on the PPG website: [mardenppg.org.uk](http://mardenppg.org.uk).

#### FRIENDS OF MARDEN MEDICAL CENTRE UPDATE

Gill Tarry provided the following update on behalf of the Friends of Marden Medical Centre Charity:

Our charity Friends continues to flourish despite the past difficult year. We are extremely grateful for the donations of £8489.35 for the year to 31.3.21 and additional donations to date amounting to £1000.00.

These generous donations have enabled us to finance equipment for the benefit of the patients in the year ending 31.3.21 amounting to £16898.18 and an additional spend of £4727.10 so far this year. Many of these items have helped to equip the new building in order to get it up and running.

I would like to thank our Chairman Malcolm McLean, our committee and the excellent doctors for their dedication but mostly to the amazing donors who have made this possible.

Among the many items purchased are Lexacom Echo software and microphones for £7,329, Cadioline ECG machine for £1500, Feno asthma device, £2168, a couch £1150, Welch Allyn wall mounted scopes £1326, fridge for dispensary £1176 and many miscellaneous items necessary for the day to day running of the medical centre.

Donations are always welcome. Details can be found on the Marden Medical Centre website.

<https://www.mardenmedicalcentre.nhs.uk/>

#### AGM

**LAST COMMITTEE MEETING MINUTES APPROVAL:** The members were asked to approve the 16<sup>th</sup> March'21 meeting minutes. Proposed by ChrisC and seconded by JudyT that these be accepted. All approved, no objections. **Agreed.**

#### ELECTION OF 20/22 COMMITTEE MEMBERS

John Haddow offered to remain as Chairman for another year. There were no other prospective candidates. Proposed by ChrisC. Seconded by JulieM. All approved, no objections. **Agreed.**

Chris Childs formally stepped down as Vice Chairman remaining on the Committee – no replacement has been identified as yet.

Jane Annetts formally stepped down as Membership and Website owner and a Committee member. A replacement will be confirmed shortly. John Haddow will take over the website activities.

Maureen Clayton stepped down as Minutes Secretary and as a Committee member.

Catherine Alderson stepped down from the Committee.

There were no new Committee members proposed for 21/22.

John Haddow proposed the following (14) Committee Members be re-elected for 21/22: Chris Childs, Lyne Childs, Annette Sealy, Jenny Jones, Kate Tippen, Gill Tarry, Annabelle Blackmore, Sian Burr, Peter Kershaw, Jill Nichols, Judy Taylor, Caroll Taylor, Julie West, Anthony Sampson. Seconded by JulieM. No objections.

**Approved.**

### **PPG CHAIRMAN'S ANNUAL REPORT**

John Haddow presented his PPG Annual Report for 20/21 – see details below.

AnnabelleB asked what age group is considered the 'younger demographic' for PPG membership. John Haddow confirmed 18-50.

### **MEDICAL CENTRE ANNUAL REPORT**

Dr Julie Morgan gave the Marden Medical Centre Annual Report for 20/21 – see details below.

John Haddow asked if the new portable office space had made a difference. JulieM stated it had allowed additional meetings and appointments to take place and would improve infection control.

### **AOB**

**NHS Data Sharing Programme:** The NHS has delayed sharing patient data to 1<sup>st</sup> September '21. Patients wishing their medical records not to be shared now have until 25<sup>th</sup> August'21 to opt-out by contacting their GP or NHS Digital. John Haddow encouraged all patients to consider their position. Dr Morgan confirmed it is patient choice whether they allowed their data to be shared and welcomed the extended time to consider opt-out.

**PPG Younger demographic:** Members are asked to continue to encourage a younger age group to join the PPG membership. 18-50 age group. Ideas on how to appeal to the younger patients are welcome.

**Digital Volunteers:** Marden Medical Centre will promote the Empowercare Digital Support service (a KCC supported programme) to encourage more patient digital uptake & use. More details to be supplied by John Haddow to members. PPG members will be asked to be Online Volunteers to provide basic remote digital help to patients who have difficulty accessing the Surgery website and NHS and other health & wellbeing apps – to take pressure off the Surgery telephone system.

**Surgery Patient Survey'22:** The PPG will support the GP's to undertake a Patient Survey early in 2022.

**Summer Newsletter:** Content for a Summer Newsletter to be provided to John Haddow. Dr Julie Morgan suggested the Summer Newsletter be published early in September to allow the most up to date information on flu and covid booster vaccination to be published. Agreed.

**Surgery Catchment Area – Coxheath Surgery:** John Haddow asked on behalf of Peter Kershaw via message – to confirm the boundary of Coxheath Surgery – if it had been extended into the Marden area? JulieM said she would investigate. Subsequent to the meeting JulieM confirmed there has been no official extension of the Coxheath Surgery patient catchment area.

**Proposed dates for next meetings:** 23<sup>rd</sup> September'21, 16<sup>th</sup> December'21, 24<sup>th</sup> March'22 and AGM 23<sup>rd</sup> June'22

This concluded the meeting.

**DATE OF NEXT COMMITTEE MEETING THURSDAY 23<sup>rd</sup> September 2021 at 7:00pm.**

## AGM MEETING REPORTS

### 20/21 PPG Chairman's Report

This last year, my first as chairman has been largely spent with social-distancing and some form of lockdown. Hopefully on the 19<sup>th</sup> July we will get positive news that most, if not all restrictions will disappear. I am not sure however that we will be back to normal for some months yet. International travel will be difficult for some time to come. If it will ever get back to the freedoms, we had pre-pandemic. I am guessing, we will all have to learn to live with COVID as we have with Flu, measles etc.

Can I thank the members of the committee for their support and help during the last year and of course the Partners and staff of Marden Medical Centre - (and your Zoom meeting attendance)? I am sure you will all thank the medical team for their dedicated and committed work over the last 12 months – in extremely challenging and unique times. Thank you from the PPG.

Can I thank Maureen, Jane and Catherine who have decided to not seek re-election to the committee this year. All 3 have been valued members for many years. Thanks, Mo, for the minute taking and Jane for all the membership & website support. Thank you for your support and good luck in the future.

To remind everyone what we have been doing over the last year 20/21:

- The members list has grown to 272 from around 220 a year ago.
- The PPG launched a Facebook private group page which has 59 members/followers.
- The PPG refreshed and added to the content & layout of the PPG website including adding some videos that describe the role of PPGs.
- Members of the committee distributed PPG leaflets to the new estates to promote membership.
- Members distributed via email and FB regular vaccination updates in the early part of the year – when accurate and consistent NHS information was difficult to obtain. I would like to acknowledge The Ridge PCN for the excellent competent support they offered the Weald PCN and Marden patients specifically – helping vaccinate the over 50 cohort. It would ideally have been preferable for vaccines to have been offered in the Surgery – but in hindsight – The Ridge PCN did an excellent job and after some initial teething issues the national booking system was very efficient, for most patients.
- The PPG supported the 'Marden community group' established by the Surgery that promotes increased collaboration between various community groups in the village. As part of this we created with the help of the Anne Boswell at Marden Parish Council and the other community group members a Health and Wellbeing & Key Community Contacts document which was published on our website and distributed by the Parish Council to all households in the village.
- The PPG attended at the KMCCG Chairs bi-monthly meetings.
- The PPG attended at the Weald PCN quarterly meetings. I was nominated as acting chair for the Weald PCN PPG group at the KMCCG meetings. Although getting the PPG's in the Weald to engage has proved challenging. Only 4 at best of the 11 Weald Practices have an active PPG – 2 have no PPG group.
- The PPG produced 2 Newsletters.
- The PPG engaged with KCC and Empowercare to look at how the PPG can support improving digital inclusion for Marden patients. I undertook volunteer digital Champion or Ambassador training both with KCC and Empowercare.
- The PPG spent about £120 on printing, Surgery noticeboard re-naming and website/IT costs of which £83 was kindly reimbursed by the GPs – thank you.
- Other Surgery support included helping at a single flu clinic, prescription deliveries to shielding patients – not forgetting the creating the 2 scarecrows for the Marden Scarecrow Weekend. Apologies the scarecrows looking so amateur.

For the next year 21/22, my recommendation is we continue to do what we are doing and hopefully transition back to face to face PPG meetings later in 2021 – maybe by December'21.

The PPG committee will continue to look at ways to encourage new members to join the group, promote the health and wellbeing message - in any way we can. I am keen for the PPG to encourage and support greater digital inclusion within the Marden community – helping patients to get on-line with the help of the PPG, Involve, Empowercare and other support initiatives.

The PPG also needs to invest more time in spreading the PPG workload to more committee members and other PPG members. Whether it be attending the regular CCG Chair meetings or volunteering to spread the health & wellbeing message at the various community groups that meet @ Marden or offering to offer digital support to patients who need and ask for it. Encouraging PPG members to be more engaged and active. The PPG also has a role to play to actively support the various community groups in the village – as they transition out of lockdown mode.

The PPG needs to gather patient feedback in more ways – both formal and anecdotal – to provide feedback to the GPs. The PPG needs to be more on the front foot more as a non-confrontational ‘patient voice’ in the next year and propose the PPG facilitates & runs a Patient Survey on behalf of the GPs – say in the Jan/Feb’22 timeframe. The last took place in 2019.

I would also like the PPG to consider - if space is available and the GPs will allow – utilising the extra space at the Surgery to restart our PPG meetings and potentially some small informal patient-feedback groups – at the Surgery? Another idea might be to facilitate some first aid or defibrillator training for interested patients at the Surgery – if there is demand.

Finally, the PPG needs to continue to work to develop closer working relationships with the local Parish Councils, MBC and KCC and the CCG, to promote health and wellbeing for the benefit of Marden residents.

My concerns for the next year 21/22 are:

- How will Marden Medical Centre & its staff cope with the ever-growing patient list? Can the PPG help?
- How will the NHS keep patients vaccinated from coronavirus and flu? Can the PPG help?
- GDPR (General Practice Data for Planning & Research) ensuring awareness and informed patient choice.
- Staying aware of the changes in Adult Social Care and how the latest planned government changes will play out for Marden patients.
- The local impact of the CCG/ICP changes in healthcare supply & delivery. Something we can monitor and assess from the CCG Chairs meetings both at the Kent wide level and at the West Kent Group level.
- How the local NHS will be able to handle the waiting-list for treatment and surgery, because of the pandemic? Specifically, at the Tunbridge Wells and Maidstone Hospitals. Can the PPG monitor?

In conclusion, the role of a PPG is to be a patient voice, to be heard, to be informed and to provide shared experience best practice for the benefit of all Marden patients. We are the critical friends of the Medical Centre – ready and willing to offer any assistance and support – as needed.

Thank you.

John Hadow  
24 June’21

### **Marden Medical Centre Annual Report 24<sup>th</sup> June 2021**

Thank you to you all for giving up your evenings to join us. It is very much appreciated. The support that we get from our patients and the PPG in particular really does make a difference to the work we do. We look on the PPG as our patient’s voice and the work you do strengthens our links with the community.

When John agreed to take over as chair, we had no inkling that we would be entering a pandemic and the world would be turned upside down. He has done a tremendous job steering the PPG at this challenging time

and supporting the work that we do. He has worked quietly and consistently behind the scenes, and we are very grateful for this.

When preparing this report, it came to mind that I am often asked 4 questions. Firstly:

### **Are you still busy?**

Yes! We are busier than we have ever been before. The pressure on us and our staff is relentless and can feel overwhelming. Demand for our services is at an unprecedented level and we see no end to this easing. This is a situation that is reflected nationally. We have increased staff hours (both clinical and non-clinical) and are constantly looking at ways to manage workload more efficiently, but it is a struggle.

We are encouraged to be “resilient” but there is a real sense that we have been stretched to our elastic limit and need the NHS “powers that be” to acknowledge the pressure in primary care and work to change things. The expectation that we are back to BAU is simply not realistic.

The waiting room may appear quiet, but we are like swans on a tranquil pond: paddling frantically to stay afloat!

### **Why are you so busy?**

Locally the new housing developments are having a definite impact. Our list size has increased by over 300 since February this year and now stands at 7100. We had a surge in new registrations at the end of the year, possibly prompted by patients wanting to ensure they were registered to access their Covid vaccines. We have also had a Marden baby boom and have had double the number of new births we would usually anticipate.

Our doors have been open since last April but the escalating numbers of Covid cases and the concern about the increased transmissibility of the new variant mean that we do not want to significantly increase footfall in the building. We have to continue to protect the vulnerable people we are seeing.

Providing high quality patient care has always been our priority, even if this care now looks different, we are still striving to do our best for you. We are doing a mix of phone, video, F2F consultations and home visits. F2F now comprise about 30% of the total. All F2F consultations are done in full PPE and we clean consulting rooms and equipment after each patient contact.

Any patients with high temperatures or symptoms of infection are seen in our “hot zone”, a room in the new cabin. This has proved to be an invaluable space and we are so grateful to Friends for their help in furnishing it. We are currently seeing a high number of young children who are quite poorly with coughs, colds and high temperatures.

There is definitely a backlog of work, and we are seeing delayed presentations of significant illness as well as trying to get back on track with “routine work”: chronic disease and medication reviews, immunisations, screening and health promotion. Secondary care is still not fully open, and most outpatient clinics are done remotely, the waiting times are affecting our patients and we are managing increasingly complex conditions in the community.

Covid, long Covid, bereavement support and vaccination side effects have also impacted on demand.

When the doctors are not dealing directly with patients, they are sending referrals, reading letters from consultants about the care you have received and any follow up required, reviewing test results and signing repeat medication prescriptions, taking part in multi-disciplinary meetings, carrying out audits and reading the many emails which arrive from multiple sources.

We also have a responsibility to support and manage the needs of our team. We are committed to training and supervision and currently have one student nurse, one apprentice and one GP trainee.

We try to take advantage of the new initiatives offered: lending home BP and oxygen saturation monitors, working with other teams to enhance the care we offer (mental health nurses, diabetes specialists, palliative care teams)

There is also a need to look to the future and every 6 months the management team meet over a weekend to look at priorities over the next 2-3 years.

**When will you be back to normal?**

I don't know.

There may never be a return to "normal" and whilst there is a sadness and regret in that we have learnt much over the course of the last year. We can efficiently manage more problems remotely, with better use of technology; many of you have expressed a preference for this to continue.

The waiting room will probably never be "full" again: it's probably best that we never return to this model, in hindsight, from an infection control perspective, this was not a good way of working

I hope that we will be doing more F2F consultations and that we won't still need to wear PPE for every contact.

**Is there anything we can do to help?**

Understanding and support mean a lot, thank you. We have been so grateful for the way that our patients have adapted with us and coped with the new way in which we have found ourselves working.

Dr Julie Morgan

24th Jun'21