

MINUTES OF THE MARDEN MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

MEETING 14th December 2023 7:00pm at Marden Medical Centre

PRESENT. John Haddow, Lynn and Chris Childs, Judy and Carroll Taylor, Kate and Graham Tippen, Mary-Jayne Bournes, Sian Burr, Val Hesketh, Jenny Jones, Nick Ferguson-Gow, Annabelle Blackmore, Brian Arbuckle (15)

APOLOGIES FOR ABSENCE. Julie West, Claire Courtley, Alison Fisher, Geoff Bartram, Anne Boswell, Eunice Doswell, Gill Tarry, Dr Julie Morgan, Peter Kershaw, Jackie Laister, Chris Barker

PRACTICE UPDATE AND FRIENDS & FAMILY. Mary-Jayne Bournes presented the Surgery Report.

- The list size is currently 7536, remains stable.
- Focus over the coming weeks is on vaccinations and we have started recalling eligible patients for the new shingles vaccination programme and will continue inviting patients as they become eligible monthly. Pneumococcal vaccination continues throughout the year.
- The callback feature for the telephone system has been activated and is already showing good results and helping the reception team deal with the early morning rush. We would like to encourage patients to use it, so they do not lose their place in the queue.
- Winter pressures are mounting, staff sickness levels have increased, which places extra pressure on the team. Demand in all areas is increasing.
- Recruitment: our new experienced secretary has started; she is settling in well. Our new paramedic started in earnest at the beginning of November and has proved a positive addition to the team. Cleaner recruitment has proved difficult, although we are hopeful that a local cleaning company will provide support for our current cleaner.
- The exciting Nature on Prescription project planning is now complete, and the plan is for this to go live early in the New Year.
- Same Day Access clinics have opened at Staplehurst Medical Centre, hopefully providing on average an extra 10 appts/week for Marden use.
- Noted the BBC recent coverage of NHS in the SE detailing access hubs and Community Pharmacy Scheme.

The latest Friends and Family Survey responses are included and the end of the minutes. Friends and Family Survey is designed to tell the NHS how patients feel about GP services.

Mary-Jayne advised the group that there had been two formal complaints about a member of staff in December'23. Both complaints have been investigated and the member of staff spoken to.

Questions:

Are Marden GPs going to offer private Shingles vaccinations? Answer is No. NHS guidance & regulations - If you turned 65 before 1 September 2023, you will be eligible for the shingles vaccine when you turn 70. Everyone aged 70 to 79 is eligible for the shingles vaccine. Depending on the type of vaccine you have, you will have either 1 dose or 2 doses (given between 6 and 12 months apart).

'If a vaccine for a patient is not covered by the national programme under the NHS in the GMS contract and the GP feels it is not clinically indicated, but the patient insists on having the vaccine, then they may be able to obtain it privately. However, under the NHS regulations, GPs cannot charge NHS patients of their own practice for writing a private prescription, supplying or for administering without breaching their terms of service.'

Boots offering 2 dose Shingles vaccination for £450 approx.

Does the Practice have any current plans to implement online triage only like some other Practices in West Kent – Edenbridge and Tonbridge? This would mean - no appointments without online triage like eConsult. Answer was no, not a current plan, the GPs prefer the current system.

Question regarding digital-only triage – where a Practice has implemented online triage. Can appointments still be booked via the NHS app? **Action:** John Haddow to investigate.

At the next PPG meeting can Mary-Jayne provide a report from the new phone system for average call wait times, call drops, high demand times etc? **Action:** Mary-Jayne Bournes to provide.

Should we not let patients know more information on the new callback feature added to the phone system? Patients can request a callback and they will not lose their slot in the queue and that the callback is automated by system. Patients are still waiting online. John Haddow to update PPG members. Mary-Jayne to consider updating wider patients via the website. **Action:** John Haddow and Mary-Jayne Bournes.

Question related to the Friends and Family Survey format to ensure free format negative comments can be followed up by Practice Staff. The NHS standard format survey allows feedback to be anonymous therefore Practice staff unfortunately cannot follow up – if contact details have not been given.

Comment - When the Care Quality Commission (CQC) visit eventually takes the PPG are happy to talk with the inspectors as they did at the previous inspection. Last CQC inspection took place May 2019 – the result was an ‘outstanding’ grade.

PPG BUSINESS.

11 Committee members in attendance = quoracy.

APPROVAL OF PREVIOUS COMMITTEE MEETING MINUTES. The meeting was asked to approve the 21st September 2023 meeting minutes. No objections. **Minutes Agreed.**

PPG ACTIVITIES UPDATE.

- New members appears to have stalled. 2 only since September. Members around 300. Some work to do in 2024
- Supported Flu and Covid clinics with volunteers. 1043 Covid vaccinations completed. 5 clinics 2 x Saturdays 20 volunteers supported.
- Surgery Digital Drop-ins supported – x 9
- West Kent PPG Chairs x3 meetings online. Topics included obesity programme, MTW Patient Experience, Local Neighbourhood plans, Digital Access, support by ICB and HCP of patient groups. K&M Listening events attended – July (F2F) and November (online)
- Nature on Prescription Project supported
- Claimed £28.00 for printing costs in Oct’23
- 2 Weald PCN meetings – I attended 1. Extended Hours programme explained. The Weald PCN could be more initiative-taking. I plan to discuss with the Clinical Director – Justin Charlesworth in Jan’24 **Action:** John Haddow

PROJECTS UPDATE.

John Haddow gave an update on the 2 projects.

Nature on Prescription (NOP). John Haddow gave an update on the project. Draft prescription leaflet and 13 local nature postcard photos shared with the group. Launch planned for late January’ 24. Main programme details will be hosted on the Marden Wildlife website – navigation also from the MMC website. The initiative is a collaboration between MMC, MPC Marden Wildlife and the PPG. The project idea is based on work done originally in Scotland with the RSPB. Marden Wildlife have kindly donated some framed nature pictures which have been placed in the Surgery corridor. A Marden Primary School nature picture competition is planned for January to get the children involved promoting nature around Marden as part of the programme. The project is kindly funded (so far) by Marden CIO and Friends of Marden Medical Centre. Approx £1,000 offered to support.

PPG members have actively supported of this initiative specifically Dr Julie Morgan, Jenny Jones, Sian Burr and Wendy Balmer – including Ray Morris from Marden Wildlife, who has given his time generously.

Backgrounder from the launch plan: *Nature prescribing, also known as green social prescribing, is a means of supporting people to engage in nature-based interventions and activities to improve their mental and physical health and wellbeing.*

The approach is based on growing evidence that spending time in natural spaces can have positive effects on physical and mental health including reducing stress, anxiety, depression, and loneliness.

Successful schemes have been piloted in other parts of the country. We are keen to develop a local scheme that encourages people to connect with the beautiful countryside and nature spots we have in and around Marden but also to engage with the enthusiasm and expertise of the local wildlife, nature and wellbeing groups in the village.

Question on the follow up on the project outcomes for patients. Answer. Patients prescribed NOP will be coded on the Surgery EMIS system and clinicians will follow up with patients after say 3 months. Anonymous project results will be available.

NHS Digital Access Drop-ins

Programme Goals

- Encourage & help patients get online with the NHS App and or use the Marden Medical Centre website and NHS111
- For patients who lack the digital skills and or resources (laptop/tablet etc) signpost & refer via Surgery team to Digital Kent/Involve – (for eligible patients = free laptop scheme, free data sim programme, Digital Hubs @ local Libraries in Kent – nearest Maidstone and Digital Champions)
- Ensure patients have a mobile number registered with the Surgery and or a proxy access for online services
- Check patients understand the Choose Carefully model – specifically use NHS 111 online or call + Sevenoaks UTC

Started 18th October – 10 weeks became 9 weeks due to Surgery closure on one planned date. 2-4pm Wednesday's. Focus on access to GP's via the NHS app prepared to ask about mobile phones on file...choose carefully. 93% - 7000 patients have a registered mobile phone on their medical records. Not all smart phones.

4 volunteers supported Valerie Hesketh, Kate Tippen, Claire Courtley and John Haddow - Thank you. Promoted in Surgery by clinical staff, on MPC social and PPG group

Learnings:

- Helped 10 patients. Limited demand. Spike after PPG New Update in Oct – related to Patients Know Best (PKB) email confusion which is the project to digitise hospital records.
- 10 Patients helped – 2 PKB, 8 NHS app – 2/3 Digital Kent referrals were made
- All patients had smart mobile phones
- Note sure we checked knowledge of choose carefully.
- Identified an IT issue with availability via NHS App of online appointments. None were available. Template issue. Unclear to how many months this had been experienced. 2/3 complaints around October'23 time. **Now resolved** by the Surgery staff.

Going forward - it was agreed some digital support is required supported by the PPG. John Haddow and volunteers to discuss with Lousie Wakeman in January'24 – to identify an effective support method.

Suggestion to make the messaging on using the NHS app clearer. e.g. 'It is quicker to use the app to order repeat prescriptions than calling the surgery or posting the repeat prescription in the Surgery letterbox.' **Action:** John Haddow to include a revised message the NHS app update in the next PPG News Update.

Suggestion perhaps we should consider a Digital Workshop for Marden supported by Digital Kent for patients who use paper repeat prescriptions – if the Surgery can identify and send an invitation to workshop. It is widely known that people asking for digital support to have 121 support rather than group sessions. **Action:** John Haddow and volunteers to discuss with Louise Wakeman and Mary-Jayne Bournes in Jan'24.

John Haddow noted that the issue of digital access to GP services was a current topic of the West Kent Health Care Partnership (WKHCP), and some discussions were underway with the steering group members. Feedback will be shared with the PPG at the next meeting. **Action:** John Haddow to provide feedback.

Q&A

Comment and discussion on Virtual Wards programme included in BBC SE News on 13th December on the topic of winter NHS pressures. Should the PPG update group on what Virtual Wards or Hospital at Home?

Virtual wards support patients who would otherwise be in hospital to receive the acute care, monitoring and treatment they need in their own home. This includes either preventing avoidable admissions into hospital or supporting early discharge out of hospital – reducing pressure on the NHS. Jenny mentioned that she had been successfully supported by the Virtual Ward service during covid using a provided Pule Oximeter. **See <https://www.england.nhs.uk/virtual-wards/>** **Action:** John Haddow to include a note on Virtual Wards in the January'24 PPG News Update – giving patients early warnings of what the service entails.

Update on the planned closure of Marden Children's Centre from Kate Tippen. KCC have given notice that the Marden Children's Centre is to be closed as a cost cutting initiative. Date yet to be provided. This is disappointing news.

Health and Wellbeing Key Contacts List. Will be updated electronically only (no longer printed & distributed by MPC) and posted on the MPC website. Update in Q1'24. **Action:** Anne Boswell and John Haddow to coordinate.

Next meeting 28th March 2024

PROPOSED DATES FOR UPCOMING 2024 COMMITTEE MEETINGS:

28th March 2024

27th June 2024 + AGM

26th September 2024

12th December 2024

MJ

Friends and Family Test Results November 2023

In response to the question:

How likely are you to recommend our GP practice to friends and family?

89.54% Very good
8% Good
0.92% Neither good nor poor
0.92% Poor
0.62% Very poor
0% Don't know

Total = 325

Ticked very good x 291
Ticked good x 26
Ticked neither good nor poor x 3
Ticked poor x 3
Ticked very poor x 2
Don't know x 0

Do Not Publish x 99
No comment x 46

Free text comments

"Lovely staff"
"Ran to time, clean friendly surgery. Reception and staff so kind"
"Appointment on time and nurse very pleasant."
"Dr was great with my babies assessment and checking her over and answering questions"
"Was a good visit, everything was on time and staff were very welcoming and pleasant"
"On time and cheerful nurse"
"I asked at 2 for an appointment as I was in pain and was given an appointment for 5 which was excellent service."
"Same day appointment and very good consultation."
"All of my questions and concerns were answered and the appointment I required was booked in a reasonable time thank you"
"Seen to promptly and problem dealt with in a friendly and efficient manner"
"Excellent service and advice"
"Excellent service as usual. Appointment on time"
"I felt I was speaking to a highly knowledgeable practitioner."
"The lady who did my blood test was amazing, incredibly flexible, this was the first time I have had a blood test with barely any bruising thankyou"
"Because Marden medical centre is always amazing"
"Emergency in the waiting room and staff still dealt with patients quickly."
"Good as always"
"Nurse was lovely and friendly and knowledgeable. Put me at ease and explained everything beautifully"
"A friendly and conscientious doctor"
"I was seen more or less on time despite disruption caused by storm Ciran. The team obviously work together to help each other out and avoid delays as much as possible. I know I am very lucky to be registered at this practice."
"On time appointment"
"As always great service"
"On time, friendly, explained procedure and listened to me."
"Quick and efficient"
"Always very efficient"
"Seen on time and the individual who treated me was very personable and informative about my treatment."
"Very quick service, in and out within 5mins for my blood test"
"Seen on time, had shingles jab explained and advised on eczema control. Very kind, informative and cheerful lady!!!"