

MINUTES OF THE MARDEN MEDICAL CENTRE PATIENT PARTICIPATION GROUP MEETING

29th September 2022 7:00pm at Marden Medical Centre

PRESENT. John Haddow, Lyn & Chris Childs, Judy Taylor, Kate & Graham Tippen, Jill Nichols, Julie West, Julia Addison, Jenny Jones, Wendy & Ian Balmer, Anne Boswell, Claire Courtley, Brian Arbuckle Dr Julie Morgan, Dr R Estall

APOLOGIES FOR ABSENCE. Sian Burr, Carroll Taylor, Mary-Jayne Bournes, Catherine Alderson, Annabelle Blackmore, Peter Kershaw, Gill Tarry, Alison Fisher, Eunice Doswell, Geoff Bartram

APPROVAL OF PREVIOUS COMMITTEE MEETING MINUTES. The meeting was asked to approve the 23rd June 2022 AGM meeting minutes. No issues or objections. **Minutes Agreed.**

PRACTICE UPDATE.

Report from Dr Julie Morgan

Challenges

We have heard the word unprecedented many times over the course of the pandemic, I do not think it is a word that should be used lightly but we really are facing unprecedented challenges in GP.

I have been a GP for 25 years and worked in the NHS for 31 and have never faced such incredible demand, pressure or seen the morale of those working in the NHS at such a low. It is now the norm for the GP partners to be working 12-13 hours days and to work on their days off.

Our list size is now 7342, this is a 28 % total rise in under 10 years. Although we are seeing a slowdown in this increase as the new houses have filled but there are new drivers including a rise in birth rate with the new demographic.

Demand for appointments is at an all-time high, this is partly driven by list size but also driven by the complexity of patient care, the huge backlog our patients are facing accessing hospital care and the higher standards of health care and access to treatment that we have grown to expect. the national trend that patients also consult more than they did 10 years ago by at least 50%.

Staffing

Our staff team is the largest it has ever been.

In terms of clinicians, we have 6 GPs, 2 paramedics, 3 nurses and an HCA (supported by a locum HCA who is a retired nurse). We have shared time of a clinical pharmacist one day per week.

We are a training practice and have a GP registrar, visiting student nurses and paramedics.

Remote working has eased the pressure on room space and all GPs now have secure laptops meaning they can consult from home. This proved invaluable when clinicians needed to isolate

Every 6 months the management team has a "vision meeting" where we review progress over the previous 6 months. Consider services, building and plan for the future.

Development of our team, recruitment and retention are high priorities but also a constant concern

Estate

Our Portacabin, funded by S106 monies, continues to serve us well. It provides us with a meeting room and a clinical room which we are still using as a “hot zone” to isolate infectious patients from the main building. We have no plans to develop the building or relocate.

Improvements to the building over the last year include double glazing, loft insulation, improved security and interior decoration.

Access

The expectation for face-to-face appointments is steeply rising and we are reviewing our appointment systems to enable this. We also face Government pressure to reduce waiting times which will not be easy to meet.

The question we are asking ourselves is “what do we give up enabling to meet these targets” Suggestions welcome!

On a positive note, at present if you phone reception for an appointment and do not mind which GP you see you will be offered an appointment within 2 weeks.

We are working with the PCN to deliver the enhanced access, the requirement from the 1st October to offer appointments 6:30- 8pm and 9-5 Saturdays. Some of those clinics will take place before 8am, after 6.30pm Monday – Friday and between 9am-5pm on Saturdays. The appointments will be delivered and supported by our multi-disciplinary team, a growing team which currently includes:

General Practitioners, Physicians Associates, Paramedics, Clinical Pharmacists, Nurses, Health Care Assistants, Care Coordinators, Social Prescribing Link Workers, Children’s Health & Wellbeing Navigators, Pharmacy Technicians, First Contact Physio Therapists.

They will be held at several locations across the Weald a mix of f2f and phone appointments will be offered

I have a statement from the PCN if anyone would like to read it. This service is evolving rapidly, more detail and publicity will follow soon.

New services

The Medical Centre needs to increase the range of services provided. The Practice has traditionally hosted the midwife and others such as counsellors and specialist nurses. We have just agreed to an NHS Ultrasound service using a room.

The emphasis now is on working to scale within a Primary Care Network, called The Weald PCN, which includes practices from Staplehurst, Cranbrook, Yalding, Hawkhurst, Lamberhurst and Brenchley. The Practice share expertise, training systems, decision-making, and some clinical care. The PCN gives us clinical pharmacists, Social Prescribers, Physiotherapists and in time Paramedics. These Addition Roles so however need support and training. This expanded skill mix needs space to work sometimes in the medical centre and sometimes elsewhere such as Staplehurst. The notion that your care will come simply from a GP or Practice Nurse at your own surgery is changing quickly as demand increases and this increased skill mix is often better placed to help has more time and is more methodical. In practice the team are now using most of the rooms all the time with a need to “hot room” for some, and to “work from home” for others in admin or even clinical roles.

The Practice has been very proactive within the PCN especially in training as Dr Jonathan Wentzel leads the training for all supported by Nurse Sam Watson and Paramedic Matt Cooper.

Current priorities

Seasonal vaccinations (covid and Flu) are a high priority but not our only priority! Providing this service puts a huge administrative and clinical burden on an over-stretched team, despite the help of our excellent retired nurses and the PPG volunteers.

There is an emphasis now to reduce health inequalities. The priority areas for us are:

Patients with learning disabilities, severe mental illness, cancer (including access to screening).

We have also done some work around ensuring equity of access to services for people registering from Ukraine.

We are working with the community forum to look at the development of winter warm hubs: supporting those who are at risk of fuel and food poverty over the winter months.

Feedback and Complaints

Patient Satisfaction is measured in several ways.

The “Friends and Family” test started again in July of this year having been suspended over the pandemic. I have the results here

The independent, national, postal MORI satisfaction survey showed very pleasing results

We are above average in every single domain with overall satisfaction at 93 % against national average 72%. Of the nearly 200 practices in Kent rated on satisfaction 6 of the top 10 are in the Weald and we come in at number 4.

We have not had any formal complaints since the AGM. I have reported to John the themes of our complaints over the course of the previous 12M. All complaints were resolved internally.

We receive a lot of lovely thank you messages (and cake!)

Questions:

The 6 GPs noted in the reported - what is the actual GP full-time equivalent figure as all GP's are not full-time. Dr R Estall noted he considered the full-time equivalent measure to be outdated and did not reflect the number of hours GPs completed weekly – approx. The reality GP numbers are falling nationally, Primary Care is under pressure and in Marden all the GPs are working long-hours – to maintain the high level of patient care.

Question asked about GP funding and funding for multi-disciplinary staff. Dr Estall commented that there was additional funding available to GP's and the PCN but in addition the Partners must staff & fund to meet local needs.

Question on GP access and the new telephone system. The new telephone system was working well – still early days - although had some initial issues. Comment was made that the Surgery telephone message was too long. The GPs to review.

Comment was made on the reliability of the MyGP app. Dr Julie Morgan commented that they had seen issues with MyGP, and that the NHS app was the most reliable for booking appointments, repeat prescriptions etc. It was noted that the MMC website defaults patients to have a Patient

Access app login. John Haddow to send a note to the GPs about potential ways to improve online access. John Haddow send a note to mary-Jayne Bournes for consideration. Dr Julie Morgan noted that telephone appointments with GPs were running at about 2 weeks - if patients were willing to see any doctor. Telephone triage was taking place. Daily appointments with GP's were available via reception for urgent cases. Advice was if online appointments were limited, patients were encouraged to call Reception.

PPG ACTIVITIES UPDATE.

John Haddow, on behalf of the patients, thanked the GPs and staff for there continued hard work and dedication.

Covid and Flu clinic Volunteers – 25 PPG members have offered to help at clinics. Clinics seem to be running well to date. Thanks to those who have offered their time.

The GP Partners have offered a £150 donation as a thank you to clinic volunteers – the suggestion was the gift was used by the Foodbank additionally to provide blankets as part of a 'Warm Hub' initiative in the Village over autumn & winter. John Haddow proposed the suggestion was adopted. There was an objection. There was a discussion on the work of the Foodbank and the merit of the offer. **All agreed** the GP donation to be given to the Church for the Foodbank. Dr Morgan to arrange.

Regular discussions with the West Kent PPG Chair have stalled slightly with the changes in the NHS organisation in Kent and the creation of the West Kent Health Board. Little progress with getting additional engagement with the Weald PPGs. Few PPGs are active – some are dormant.

Enhanced hours appointments via the Weald PCN to be advised when the contract starts on 1.10.22. These are extra evening and weekend appointments at Surgeries in the Weald - accessed via calling Reception.

Monthly PPG News Updates would continue as monthly information seems more appropriate these days than bi-annual Newsletters.

John Haddow advised that there would be a Dementia presentation/training at the next meeting on Thursday 15th Dec – undertaken by the Marden Dementia Friendly Community team.

Dr Julie Morgan suggested that in Spring'23 – 23rd March, the PPG invited the Marden Wildlife Group to discuss the benefits of nature to health & wellbeing. The Group has recently received an award from KCC. John Haddow to arrange with Judy Taylor.

DATES FOR UPCOMING 22/23 COMMITTEE MEETINGS:

15th December 2022

23rd March 2023

22nd June 2023 + AGM

21st September 2023