

MINUTES OF THE MARDEN MEDICAL CENTRE PATIENT PARTICIPATION GROUP MEETING

17th January 2023 at 7:00pm at the Marden Medical Centre

PRESENT. John Haddow, Peter Kershaw, Lyn & Chris Childs, Judy & Carroll Taylor, Jill Nichols, Jenny Jones, Brian Arbuckle, Gill Tarry, Chris Barker, Geoff Bartram, Sian & Geoff Burr, Dr Julie Morgan, Rachel Chacon, Gail Hall, Anna Plumber, Nick Ferguson-Dow, Alison Fisher

APOLOGIES FOR ABSENCE. Mary-Jayne Bournes, Kate Tippen, Anne Boswell, Angus Boucher, Julie West, Claire Courtley

The meeting was rescheduled from 15th December 2022 due to bad weather on that date.

MARDEN DEMENTIA FRIENDLY COMMUNITY UPDATE.

Gail Hall and Rachel Chacon gave an update on the Marden Dementia Friendly Community initiative.

The Marden Dementia Friendly Community status recognition was awarded in 2022. The Marden Living Memories Café initiative had been established in the village since around 2016/17.

A Dementia Friendly Community is made up of individual, businesses, organisations, services and faith communities that support the needs of people with dementia. A small exercise was completed to describe and explain dementia. It is possible to live well with dementia. It is an onus on all of us to better understand dementia and the support dementia carers require. The current activities of the group are focused on widening dementia awareness within Marden.

Newly diagnosed dementia patients will be sent a dementia *envelope* by the GPs – as part of an initiative to support patients with diagnosed with dementia.

2 x Dementia Friendly allotments are also in the planning hopefully for 2023 within the village. More information will be provided later in the year.

The group are also in the formal process of registering as a CIO – charity – which will better enable the group to better support patients with dementia.

If patients would like to be added to the Marden Dementia Friendly Community mail group, contact mardendfcinfo@gmail.com or call Rachel Chacon on 01622 831941.

Questions

Is dementia growing? The response was that we hear more about dementia as more people are made aware of dementia. **A google answer to the question is - One in 14 people over the age of 65 have dementia, and the condition affects 1 in 6 people over 80. The number of people with dementia is increasing because people are living longer.*

What can the PPG do in 2023 for the group? The response was - spread the word and talk about the group and dementia. The group welcome to new ideas.

Is there going to be a dementia choir? The feeling was a dementia only choir might not be inclusive. Sporting Memories & Come and Sing are inclusive groups where dementia residents can attend with any other residents.

How do you publicise events? Email address list is available for residents to join – details above. Posters and notifications are sent out to MPC, PPG etc.

What about the carers and supporting carers independently for the dementia patients? Carer support was very necessary and needed but difficult to provide on a consistent basis. Buddy system idea? Befriending idea? John Haddow to discuss with Involve.

PRACTICE UPDATE.

Report from Dr Julie Morgan

Winter Pressures

- Significant throughout December and continuing into January.
- Many contributory factors: covid and flu levels are high, Streptococcal levels high. Antibiotics were in short supply/hard to access although some improvement now. All this at a time when workload is high with increasingly complex patients, we are running vaccination clinics and facing our own staffing challenges from covid sickness.
- Limited support in the form of a small amount of additional funding to practices and PCNs from the ICB but there is no additional workforce.

The Team

- Staffing levels (when nobody is sick) are good. We have a new receptionist and new practice nurse, Gemma Preston, who has a special interest in diabetes. Our senior nurse, Sam Watson, is doing additional training in respiratory care.
- **Dr Neil Potter has announced his plan to retire from GP Partnership in July 2023.** He will continue to do some work as a GP locum in local surgeries. He will be much missed, but we are delighted to have recruited a replacement partner, **Dr Rob Derrick**, who was a trainee with us in 2019-2020. He is an experienced GP with an interest in GP education and was popular with patients and staff during his time with us. An Official announcement will be made at the end of January.

Feedback

- Positive results from Friends and Family and NHS Choices.
- Complaints are logged. 10 written complaints over 12 months, 8 resolved internally 2 awaiting further communication from patients. No themes have emerged.

Miscellaneous

- We are hoping that the phone system has improved.
- Turnaround times for prescriptions processed through dispensary have increased to 5 days. Partly due to workload pressures but also the frequent difficulty in accessing usual medications and the need to consider alternatives

Plans over coming weeks

- Ensuring a smooth transition of patient care from Dr Potter to Dr Derrick
- Workforce retention and wellbeing
- Ensuring CQC readiness (mock visit planned 25.1.23)
- Health promotion: focussing on smoking, weight management, vaccinations
- Learning disability health checks
- Encouraging more patients to make use of the NHS App

Questions

Question asked about lunchtime Surgery closure. Dr Morgan confirmed that the Surgery doors were locked from 1300-1400 Monday-Friday and the answerphone switched on.

Is the patient list growing? Answer was yes but rate of growth is slowing. List at 7300 patients.

A comment was made that a patient had overheard another patient's personal information being discussed with the Receptionist in the noisy and busy Waiting Room. Dr Morgan noted that the waiting room can get noisy and that a small speaker device had been added to the screen to help make communications with the Receptionist easier. The Receptionists were encouraged to have more detailed conversations with patients in a side room rather than in the Waiting Room.

A question was asked if exercise classes for elderly patients had been considered. Dr Morgan stated that nothing had been organised by the Surgery. John Haddow to discuss with MPC and Involve and circulate any local exercise classes or groups.

A question was asked if the new GP hub at the Greensand Surgery, Coxheath was available to Marden patients? Dr Morgan stated that the new facility was part of the Headcorn PCN and not the Weald PCN and therefore not accessible by Marden patients. The Staplehurst Practice was already available via the Network Standard Hours contract for certain appointments – Physio1st and others - booked via the Surgery Reception. Details of these extended coverage appointments would be circulated shortly.

Question asked whether the 2022/23 £150 Weald PCN contribution for the PPG had been received. Dr Morgan stated it was pending and in process – not received so far.

The PPG thanks the GPs and staff for their outstanding care and support in these challenging times.

PPG ACTIVITIES UPDATE.

Update from John Haddow

- 280-290 members fluctuating – members ebb and flow. Approx.4% of patient list size of 7300.
- 68 Facebook members. MMC Facebook 1000+ members.
- Oct '22 Weald PCN lunchtime Practice closure letter support. PPG Committee 11/14 voted in favour of support. Letter was signed.
- Covid/Flu Clinics 7 clinics 27 volunteers 36 in 2021. GPs donation £150 to Church & Foodbank as thanks for volunteers. Thank you volunteers.
- Monthly New Updates continue and seem to provide a regular bite sized information update.
- New PPG Flyers for member recruitment designed with help from Brenchley & Horsmonden PPG – thanks to Derek Cross.
- MPC Autumn Newsletter – health & wellbeing well promoted. Thank you to MPC.
- Marden Community Forum & Warm Hubs involvement – ‘community join the dots.’ Reasonable success for the warm hub with the Village Club probably getting the most use.
- Weald PCN meetings. 2 on 10 Practices do not have PPG’s and only 3-4 of the remaining 8 are active.
- West Kent PPG Chairs meetings – Discussions around GP Access and new Integrated Care Board developments. Neighbourhood planning underway which equates to having a local or community focus for health care.
- Annual Ipsos survey on behalf of **NHS GP Survey** distributed Jan’23 – to approx. 200+ patients at random in Marden. Important survey. 2022 Survey - 264 sent out 95 sent back 36%. MMC higher than the national average in most categories. If patients receive a survey, can they please respond.
- March PPG meeting **23rd March 2023**. Ray Morris of Marden Wildlife will present on the benefits of nature for health & wellbeing – ‘Should GPs prescribe Nature?’ All welcome to attend.
- MPC and Parish Magazine for next 3 months – focus on new PPG member recruitment in the younger cohort 18-50 age group.
- The Key Health and Wellbeing contacts list in the process of being refreshed for Feb’23.
- MPC will be holding a **Cost-of-Living Support Roadshow** on February 23rd, 2023, from 1100-1500 at the John Banks Hall. The roadshow will likely include representation from the Parish Council, Maidstone Borough Council, Housing Agencies and Community Officers. Information will be available on managing the cost of food, utilities and fuel. Details on the Warm Home Discount Scheme, Universal Credit and support with Council Tax payments.
- John Haddow reminded the meeting and thanked Gill Tarry (Treasurer) for the excellent work of Friends of Marden Medical Centre (registered charity 1022162) which provides regular equipment gifts to the GPs. Friends of Marden Medical Centre receives donations, gifts and bequests from patients of the Surgery. Friends provides approx. £12,000 per annum of equipment to the GPs to supplement the required Surgery equipment investments. The PPG itself does not seek charitable

donations on behalf of the GPs but supports Friends as requested and has collected donations on behalf of the Marden Foodbank and the Alzheimer's Society and other local charities.

- Re-election of the 2023/24 Committee. PPG officers and committee members will be required to be re-elected in June '23. There are currently 14 committee members including the chair and excluding MMC staff members. Any current committee members not wishing to be re-elected should contact John Haddow. Any PPG members wishing to join the committee should contact John Haddow. John Haddow offered to continue as chair for 2023/24.

Questions

Why do all Weald Practices not have PPGs? John Haddow noted that despite being a CQC requirement some Practices find it difficult to recruit PPG members and some GPs do not feel they should actively support. John Haddow's personal view is that villages with a strong community tend to have good GP practices and in turn seek community engagement by encouraging PPG activity. Some PPGs are active - as in Marden. Some are passive and some almost dormant. Support from the GPs is critical.

Two attendees had received an annual 2023 GP Survey – both noted it was easy and simple to complete online – post and telephone responses are also available.

AOB.

None.

APPROVAL OF PREVIOUS COMMITTEE MEETING MINUTES. Committee members in attendance at the last meeting were asked to approve the previous meeting minutes – 29th September 2022 after the meeting via email - as John Haddow forgot to ask during the meeting. No issues or objections. **Minutes Agreed.**

DATES FOR UPCOMING 2023 COMMITTEE MEETINGS:

23rd March 2023

22nd June 2023 + AGM

21st September 2023

14th December 2023