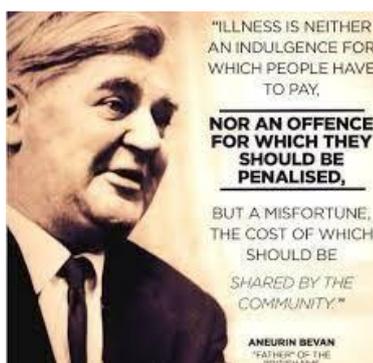


**MINUTES OF THE MARDEN MEDICAL CENTRE PATIENT PARTICIPATION GROUP AGM MEETING
23rd June 2022 7:00pm at The Vestry Hall, Marden + MS Teams remotely**

PRESENT. John Haddow, Lyn and Chris Childs, Judy Taylor, Kate and Graham Tippen, Peter Kershaw, Jill and Bernie Nichols, Annabelle Blackmore, Annette Scott, Gill Tarry, Julie West, Eunice Doswell, Catherine Alderson, Janet McIntosh, Rachel Chacon, Sue Eltringham, Julia Addison, Jenny Jones, Mike Springett, Sandra Devoy, Chris Barker, Angus Boucher, Gerald Heddell, Natalie Markins, Wendy Balmer, Sue Betts, Geoff and Lizzie Bartram, Dr Neil Potter

APOLOGIES FOR ABSENCE. Sian and Graham Burr, Carroll Taylor, Mary-Jayne Bournes, Sarah Chapman, Jenny Butler, Claire Courtley, Dr Julie Morgan, Anne Boswell.

John Haddow welcomed the attendees in the room and remotely to the meeting. This was the first face to face meeting for over 2.5 years. John Haddow showed the following slide as a means of introduction on why patients supporting PPG participation is important – a quote from Aneurin Bevan in 1947, prior to the formation of the NHS in 1948.



We as patients, all have a personal stake as contributors via our NI payments, in the ensuring the success of the NHS – being a PPG member is a small part we can play in ensuring our voices are heard.

PRESENTATIONS.

Involve Kent – Natalie Markins, Community Activity Controller. Natalie’s slides are included with the minutes.

NHS Patient Engagement – Gerald Heddell, Associate Lay Member NHS West Kent. A transcript of Gerald’s presentation below:

Thank you for the invitation to join you this evening. PPGs are key to delivering the primary objective of the patients’ voice being central to delivering effective and appropriate health services

1. Brief Personal Introduction
2. Overview of changes in K&M and implications for GP Practices and PPGs

As you will no doubt be aware, from 1st July we enter a “brave new world” for the NHS with the introduction of Integrated Care Systems for all areas of England which were covered by the previous

CCGs; the most important of which, to us anyway, is Kent and Medway. So, what does this mean in practice? Is this just another NHS reorganisation to add to those which we have to live through? It's easy to be cynical and we therefore need to ask, "What is it that makes this reorganisation different?" I think the clue lies in the word "Integrated". There is a greater recognition than ever that our health and well-being, "population health", is not something that the NHS can ever deliver on its own.

Wider Determinants of Health: Living and working conditions, including employment, housing, education, financial security, environmental factors, relationships etc all impact on our health and wellbeing and it is generally acknowledged that Healthcare services do not contribute more than 20% overall. A system which seeks to integrate the key players in all the relevant wider determinants is surely therefore a move in the right direction. Working with its partners, the NHS can hopefully move from being what could reasonably be called the National Ill-health Service, concentrating on treating sickness, to more of a service which promotes good health.

Integration is intended to be built into every level of the K&M Integrated Care System. At the top of the organisational tree is the overall K&M Integrated Care Partnership which seeks to involve all the key stakeholders, from Primary Care, the Hospital and Community Trusts, Local and District Councils and the Voluntary and Community Sector. In addition to the Integrated Care Partnership there is the K&M Integrated Care Board, which assumes the legal responsibility for commissioning our health services (previously held by the CCG).

At the next level, are the 4 Health and Care Partnerships and Marden sits in West Kent, which includes 51 GP practices making up 9 Primary Care Networks, including The Weald, to which Marden along with 9 other GP practices belong.

I have already mentioned that "Integration" is the name of the game and, at each of these levels the involvement of all relevant players is surely the key to success. The expectation is that PCNs (neighbourhood level) and the Health and Care Partnership (place level) will assume increasingly important roles, with PCNs working with local councils and voluntary organisation to deliver services to local residents and the HCP taking on more delegated responsibilities, including direct support to PPGs

3. Ongoing importance of PPGs

- a. PPGs are not an optional extra for GPs – they remain a fundamental requirement of the GP's contract (since 2015) to, I quote:
- b. Obtain views of patients about the services delivered
- c. Provide feedback to the practice from its registered patients

The Practice is required to ensure that PPG members are representative of its registered patients and to actively engage with the PPG and implement such improvements agreed with the PPG. In other words, the PPG is intended to have a central role in ensuring that the patients voice is heard loud and clear! I am delighted to report that WK HCP is absolutely committed to supporting PPGs and your endeavours to be a channel for the patients' voice.

4. Personal reflection on what a successful PPG looks like.

I recognise that many of you have much more experience of PPG than me so I trust that you will bear with me if I try to suggest from my own observations something of what I think a successful PPG might look like:

- **a critical friend to the Practice** who advises on the patient perspective and providing insight into the responsiveness and quality of services. If ever General Practice needed a critical friend, it is surely now; with a growing demand, the legacy of backlogs in Acute Care made worse by Covid and difficulties of recruiting and retaining its workforce team. Yet like advice from any true friend this means being able to share genuine concerns.
- **encourages patients to take greater responsibility for their own and their family's health** and seeks to keep a finger on the pulse of public opinion particularly to include under-represented groups in the community. I understand that you involved you already are with a number of local community organisations through the Marden Community Forum.
- **Agrees an Improvement Action Plan with the Practice** and reports on progress, for instance through the Practice website, posters in waiting rooms, PPG meetings, newsletters and social media.
- **Actively engages with their PCN** to provide additional joint services such as Social Prescribers and Mental Health Practitioners and to work with other relevant local stakeholders.

To properly represent patient opinion, effort needs to be made to seek to ensure that the PPG membership is as representative as possible, although I appreciate that this is not easy.

So please be encouraged, as PPG members you are in a unique position to make a real contribution to the health and wellbeing of this community in and around Marden as you gauge the views of patient, provide feedback to healthcare providers and collaborate in agreeing necessary actions.

Questions: Question asked about the lack of new GPs coming into the workforce and many GPs retiring. Gerald noted it was an issue that was being worked on. Kent and Medway Medical School is one way to address the workforce issue. 25% of KM Medical School come from Kent. Recognised issue – nationwide. 10 years to train a GP. Additional workforce roles – part of the answer. Practice Nurses, Paramedics, Pharmacists all part of the solution. In real terms the cost of healthcare per head of population in real terms is x 10 anticipated from 1947. Question on the complexity of the new NHS organisation and the authority of the local GPs. The ICS implies devolution of authority to local GP Practices. Anticipation that resources will be shared across PCN clusters. Question on access to GP appointments could be 4-6 weeks. Restrictions on reception staff. PPG members can feedback to improve patients access to the Surgery.

Friends of Marden Medical Centre – John Haddow on behalf of Gill Tarry.

“The charity Friends of Marden Medical Centre have had another successful year. Due to the generosity of our amazing benefactors, we have received donations amounting to £8,134.75. These have been carefully recorded in the donations record book which is kept securely at the Surgery. Items of equipment to the value of £8,905.76 have been purchased after consultations between the committee and doctors, all for the benefit of our patients.

We have our Annual General Meeting – the date of which is published on the Practice website. All patients are welcome to attend.

Details of the Charity are available on the Practice website where all the information can be obtained.”

Marden Dementia Friendly Community (with Living Memories) – Rachel Chacon. Rachel gave a short presentation on the status of the Dementia Friendly Community program. Marden was recently awarded Dementia Friendly Community award achieved in 2022. Dementia Virtual Reality Tour in May. 32 patients were given the chance to experience the issues caused by those suffering from dementia. Going forward the program is evolving, and patients are asked to raise any

suggestions for future activities. Marden Village Club offered premises and donations. Gift envelopes being developed for new diagnosis dementia patients. Events: K20 Cycling Club event teas 25/6, 9th July – Forget-me-not Walk – West End Tavern at 11:00. August Cream Teas @ The Vicarage – the dementia volunteers will support.

Questions: Use of the dementia word - questioned. Rachel acknowledged that another word might be better. Living Memories was an alternative to dementia. Friendly Community might be a better descriptor.

AGM.

APPROVAL OF PREVIOUS COMMITTEE MEETING MINUTES. The meeting was asked to approve the 23rd March 2022 meeting minutes. Annabelle Blackmore seconded. No objections. **Minutes Agreed.**

ELECTION OF CHAIRPERSON AND COMMITTEE MEMBERS 22/23

Chairperson Election. John Haddow offered to continue as chairperson. No other candidate applications were received. Julie West proposed John Haddow. Annabelle Blackmore seconded. No objections. **Agreed.**

Committee Members election. Anthony Sampson stood down from the committee early in 2022 and Annette Sealey decided not to seek re-election. Thank you to both Anthony and Annette. John Haddow read the list of prospective 22/23 committee members seeking re-election/election. Lyn and Chris Childs, Judy and Carrol Taylor, Kate Tippen, Peter Kershaw, Jill Nichols, Annabelle Blackmore, Gill Tarry, Julie West, Jenny Jones, Sian Burr and Geoff Bartram. Dr Neil Potter seconded. No objections. **Agreed.**

PRACTICE UPDATE. Dr Neil Potter gave a short Annual report for 21/22 for the Surgery. Transcript:

Challenges for the Medical Centre continue into the third year of the pandemic in common with the whole NHS as well as the social care sector. The combined pressures of managing Covid itself, working with a team affected by the disease, keeping everyone safe and managing the backlog in demand has been at times exhausting. It has challenged the resilience of a team which is rightly regarded as outstanding by the Care Quality Commission and thankfully still receives praise and gratitude from the majority of our patients.

Regardless of Covid the housebuilding and the slow fill of properties has further added to the list size which stands around 7210 from around 7000 this time last year. Marden has always had an above average older demographic with more complexity of healthcare, but new houses bring new families and a continued baby boom. The rise in list since 2014 is from 5750 which is a 25% total rise. Put another way that means 5 GPs instead of 4 but in practice the rise in admin can be exponential. There are few economies of scale in a system which is free and has very few barriers.

Our team has therefore slowly expanded over the years. We now have 6 GPs working over several days each. However, Dr Peter Wilford was working all day Wednesday until April when he retired after 5 years at Marden. So, we have recently appointed a second Paramedic Practitioner Josh Smith to work over 3 days in addition to his work for Secamb. We have also chosen to employ a regular locum at least a day a week as any absence results in huge pressure on appointments.

We are still smaller than the national average practice but the trend to enlarge and to merge practices is gathering pace. The smaller practices are not favoured by the contracts and regulations we are given and so the personalised care that we have always tried to offer is harder to deliver. We have no plans to merge with local surgeries as we are better future-proofed than many thanks to our commitment to training and recruitment,

The nursing team is now three. Alison Tinsley has taken her Diabetes skills to the local service and happily we recruited Kaye Rickards all the way from Devon. Reception team is expanded to 6 but has needed lots of cross cover and with the retirement of Fiona Kite as a Manager we have appointed two to fill her shoes and promoted Mary-Jayne Bournes to overall Practice Manager.

Dispensary team of three are doing more prescriptions than ever and we saw Tash Styles retire last summer after many years and Maxine Hopkins promoted to Supervisor. The Secretarial team of two has just added a third part time. They have a complex role now that secondary care and waiting lists are so stretched.

New ways of working have included some real innovations in the use of IT and system change. Most of this has been popular and convenient for patients. Prescriptions have become electronic and paperless as have referrals and correspondence. We have used text messaging and email as well as e consults to deal with many issues that previously would have needed a phone call or encounter with one of the team. This also allows us to send reliable information and record what has been done. We also ask receptionists to “signpost” patients to other sources of help and advice including the chemist and a First Contact Physio

We continue to triage a high proportion of encounters with GPs in line with BMA guidance and two recent surges in Covid cases has reaffirmed this. The ability to manage many cases unseen or relying on self-checking of blood pressure weight etc has been empowering. We have been able to see most cases face to face the same day if urgent.

At the beginning of the pandemic, we altered plans for an extension to pursue our new Cabin at the end of the carpark which arrived Spring 2021. This has become invaluable in allowing us to provide infection control while seeing patients with suspected covid, allowing us to help keep both staff and patients safe. The main room has been used for clinics for meetings, the distribution hub for the Weald covid vaccination booster campaign and for “remote consulting” where members of team have had to isolate.

The backlog in secondary care has been significant. We are seeing patients later in their journey and even then, we must hold their needs and risk for longer. This can be heart disease, diabetes, arthritis, or potential cancers. The increase in mental health cases in all age groups has been a notable challenge and we sometimes look to “social prescribing” as well as medication and talk therapy.

The emphasis from the centre continues to be Primary Care Networks to working together. Our local Cluster with practices in Yalding, Cranbrook, Goudhurst, Staplehurst and others is still very active. NHS England wants this size of grouping to be the means to deliver and organise many primary care functions. That includes trying to offer primary care outside the core hours, covid vaccines and more. Marden’s role in this group includes leading on training for the GPs as well as the Nurses and Paramedics

We are very grateful to the Patient Participation Group for their support for what we do and representing the needs of patients to the practice and to the Clinical Commissioning Group (soon to be relaunched as Kent and Medway ICS). John has been especially active for us, and at the PCN Cluster

level They have also provided great numbers of enthusiastic volunteers for the Flu and the Covid clinics. We are also grateful to the Friends of Marden Medical Centre and those patients who donate money to them for the purchase of equipment. This allowed our creation of a new teaching and consulting room in the main building which we dedicated to the late Ken Weeks of the Friends committee, as well as equipping the cabin.

On a positive note, we held a sponsored event this year as the Marden Medical Marchers in which we walked, ran, cycled and swam the virtual distance from Marden to Kyiv and back in 4 weeks starting March 14th: 2842 miles. We supported the Marden based charity Safe Anaesthesia Worldwide (SAWW) Ukraine Appeal. The target was to raise is £3320 to purchase a portable anaesthetic machine to be sent to the war-ravaged Ukraine and we reached £3684

Our website has been revised in recent weeks and we would encourage you to look at it as many sources of help are there including an option to get help via e consult. There are some omissions and inaccuracies that we are picking out but if you see anything to comment on then feedback from the website itself to the management. The PPG website is a link from the main site.

General Practice is under strain nationally and we see this even in our practice in terms of recruitment, sickness absence, and unusual levels of complaints and frustration. These started with the pandemic itself and is echoed all over the system. We are grateful to the many patients who have accepted the necessary changes and have trust in what we do and how we choose to do it. The teamwork and the resilience of the Medical Centre is the envy of many and does not happen by accident. We retain the belief in family medicine delivered locally with a partnership model and we hope we can carry this on for decades to come.

Questions: Question was asked about plans for Autumn Booster campaign. Autumn booster vaccinations being planned with the flu campaign. Mental health issues especially in young men appear to be increasing (20%). Comment on the excellent care from the Surgery Team. Improved access via receptionists – under consideration – potential review of the appointments experience to improve access. Use of checklists by receptionists.

PPG ACTIVITIES UPDATE. John Haddow thanked Dr Potter, his colleagues and the staff of Marden Medical Centre for their continued excellent care and support over the year.

John Haddow gave a short update on PPG activities over the last 12 months: We are all aware of the pressure on Primary care resources and the lack of GPs. The pandemic seems to have amplified the issue. I would like to acknowledge the outstanding support and care given by the GP Partners and their staff over the last year under extremely difficult circumstances. MMC is an excellent and caring Surgery, and we are grateful for you being so invested in the business.

Over the year the PPG has been made aware anecdotally by patients of some 'issues' with the Surgery:

1. Access to even telephone appointments can sometimes be 4-6 weeks – online.
2. The MMC Facebook page being used as a default communication platform by the Surgery to communicate important news and equivalent posts to the website being delayed – if they are replicated
3. Some occasional confusion on where to find various forms on the MMC website – the website layout has improved with the new supplier. Hopefully the new layout is clearer. The 'rooms' concept has gone.

The PPG has supported 20+ flu and Covid Clinics – providing car park and waiting room assistance. Thank you to the 40+ members who gave up their time to stand in a yellow vest in the wet and cold.

And especially to Roy Latham who coordinated the volunteer's rota. As a thank you to volunteers the GP Partners generously gifted £150.00 to the Marden Food Bank.

The GPs hope to be offering covid boosters to 65+ @ the Surgery later in this year – the Autumn programme. In addition to the annual flu programme – volunteers will be required.

In the 2nd half of 2021, the PPG provided a medicine delivery service for some isolating and vulnerable patients who could not collect their prescriptions from the Surgery.

In conjunction with MPC, the PPG created in 2021 the Health and Wellbeing Key Contacts list – and distributed (the latest edition was distributed in Feb'22 – thanks to members for making some door-to-door deliveries) to households in the village distributed with the MPC Newsletter.

PPG members refreshed the directory of local community groups which is on the PPG website. Work is ongoing to provide a central list of groups and services.

Members have continued to support local groups (where they could) – the Come & Sing, Walking Group and the Living Memories groups – all have a direct health & wellbeing benefit.

PPG members attended the Dementia Experience Tour in May'22 held in the Library Carpark. Marden was awarded DFC in 2022. Our plan for 22/23 includes encouraging more members to be more Dementia aware by attending Dementia Friends training – 90 minutes – to better understand the impact of Dementia.

The PPG attended the bi-monthly remote Weald PCN and Kent Clinical Commissioning Group meetings for patient representatives and shared the activities with the PPG members and sought feedback, as appropriate. Over the last year most of the discussions has been around Covid vaccination plans, lack of access to GP's during the pandemic, the efficacy of Primary Care remote consultations, and delayed hospital consultations & operations. Currently the focus of discussion is access to appointments and on the statutory changes in the way the NHS is managed – the CCG will cease to exist effective 1st July and be replaced by an ICS/ICP and ICB. There are 4 Health Care Partnerships in Kent – We are in the west Kent Group. An extraordinarily complex management organisation. Time will tell if health inequalities will be improved as the gov't hopes. What is certain is the Primary Care is under severe pressure.

I assumed the notional Weald PCN PPG chair representative at the West Kent group level – to be honest this has been a challenge as many of the 10 Weald Practices do not have an active PPG and or have been dormant or paused during the covid pandemic. Goudhurst, Yalding have been the only visibly active PPG groups, Staplehurst and Brenchley have also participated in the last week. Persuasion work to be done in this area.

As a result of the PPG being involved in the KCC Covid-19 Champions bi-weekly call group – 20/21, as chair of the PPG I was offered a chance to join the KCC Public Health Champions Programme. There are 83 volunteer Public Health Champions in Kent to promote various health and wellbeing messages to their organisation, groups or villages. The training programme ran from Oct'21- March'22 both remotely and face to face. Thankfully I passed the examination (GCSE equivalent) and get access to regular Public Health information which I have started to share with PPG members. As a direct result of this engagement, the PPG was included in the West Kent Obesity Programme stakeholder programme, looking at adult and children obesity in West Kent. I have subsequently signposted MMC and MPA to join the programme. The programme is looking for new ways to close health inequality gaps in local communities.

In February'22 we moved from a twice annual Newsletter to a shorter PPG monthly News Update in conjunction with the Practice that is distributed to all PPG members and cascaded via MMC & MPC websites social media platforms to other patients (reaching 3-4k residents). The decision to increase the frequency on the PPG News Update was based on the feeling that with all that is going on - little and often information sharing would be more effective than a twice annual Newsletter. Vital information could be shared more often. We will review this approach on Jan'23 to see if it has a positive outcome.

The PPG has helped organise a regular telephone call with various Marden Community Forum group leaders – which encourages cooperation, information sharing and partnership in the village. This includes the local primary school, MPC, the Church, the GP's the community warden, the Pharmacy, the Food Bank and Involve (a local social prescribing charity). This has been particularly useful over the past year or so – to share information with a view to ensuring health & wellbeing and other support information can be provided those who need it most in the village. The group started with 5/6 groups this is now over 10 groups.

Kate Tippen provided a short presentation of the PPG's activities at the MPC AGM in March'22 on the PPG's behalf – unfortunately I was unable to attend due to having covid. Thanks to Kate and MPC for giving us the opportunity to present. I would also like to note the help and assistance of MPC in a number of areas especially access to their excellent social media outreach (2.5k households, 1000+ on FB) and their increased interest in health & wellbeing community matters – PCs are now represented in ICB's in the new health care management regime.

Sian Burr kindly presented to the Mothers Union group in May which I gather was well received & attended.

As a village group, the PPG took part in the Sport and Leisure consultation that MBC held in the Congregational Chapel in late May.

The PPG had a stall with Involve at the Marden Platinum Jubilee Fare in June. The well attended event resulted in a few new members joining the group. More importantly it continues to promote the health & wellbeing message to the community.

The PPG maintains an independent website and private FB page and regularly submits information to the Church Parish magazine and MPC Newsletter – to spread the message to more MMC patients. Membership has grown to 290 members (4%). The FB group has 62 members. More new members are always welcome, and I would ask members to encourage as many patients as possible of the Practice to sign up.

We have spent around £200 on the website, banner, room hire etc. and been or will be reimbursed by the GP Partners in 21/22.

We had two committee members step down this year and they have not been replaced. We still have a vacancy for the vice chair position and a membership person.

A few thoughts for me on the PPG's goals for 22/23 now we are getting back to normal:

1. We continue with the theme of ensuring patients are aware of what the PPG does and maintain the monthly News Update email communication - which increases awareness. We will try to pilot encouraging more MMC outbound patient communication via text, FB website or email.

2. We continue to support and encourage health and wellbeing - healthy eating, keeping active, social prescribing and so on. An idea I have that we promote some Dementia Friends training (90 minutes) at our September'22 meeting. Basic First Aid training and Defibrillator training - are other ideas the PPG could facilitate with partners – the MPC, PCN and or Involve?
3. We continue to support the Surgery with volunteers - as and when needed. We will plan for autumn flu and Covid booster clinics
4. We support any planned patient survey activities either undertaken by the MMC and or the PCN or both jointly
5. We continue to support and encourage Marden community engagement via the Marden Community Forum - a call that we coordinate every 6 weeks or so for community leaders across Marden. This group is making a difference in joining the various community dots.
6. We pay close attention to the changes in the way the NHS is being managed - the Kent and Medway CCG is being replaced effective 4th July'22 with an Integrated Care System and a number of Integrated Care Boards (4 in Kent - ours is the West Kent Health Care Partnership). PPGs may have a changing role and public or patient involvement might be marginalised in the new setup. This should be avoided. This a complex area.
7. I would like to encourage committee members and members more active in supporting the various PPG activities and with sharing ideas how the group can develop.
8. Adult and Child Mental Health & Obesity are key health concerns for all of us and there are national and local programs underway to help. The PPG will continue to encourage greater awareness. The question being asked is - how can we help and what can be done to make neighbourhood changes?
9. We continue to work collaboratively with the Weald PCN and encourage the other 10 Weald Practice PPG to be more active and engaged with their Practices, patients and peers.
10. We will continue to explore a closer working relationship with Involve supporting Marden patients.

Questions: Point raised that the PPG should encourage greater communications to patients without access to computers/email. John Haddow to review what more can be done for these patients.

This concluded the meeting at 2050.

Minutes completed 03.07.22

DATES PROPOSED FOR UPCOMING 22/23 COMMITTEE MEETINGS:

22nd September 2022

15th December 2022

23rd March 2023

22nd June 2023 + AGM