

## MINUTES OF THE MARDEN MEDICAL CENTRE

### PATIENT PARTICIPATION GROUP

#### AGM MEETING 27th June 2023 7:00pm at The Vestry Hall, Marden

**PRESENT.** John Haddow, Lynn and Chris Childs, Judy and Carroll Taylor, Graham Tippen, Gill Tarry, Julie West, Catherine Alderson, Sue Eltringham, Julia and Colin Addison, Jenny Jones, Debbie Haddow, Angus Boucher, Wendy Balmer, Geoff Bartram, Sally and Cliff Collins, Claire Courtley, Janet Renwick, Susannah Becker, Dr Neil Potter, Dr Julie Morgan, Mary-Jayne Bournes

**APOLOGIES FOR ABSENCE.** Sian Burr, Kate Tippen, Anne Boswell, Jill Nichols, Eunice Doswell

John Haddow opened the meeting with a reminder that the NHS was 75 years only on 5<sup>th</sup> July 2023 and we all have a role to play in supporting it. Being a PPG member is one-way patients can support the NHS.



#### PRESENTATIONS

**Marden Sporting Memories - Sue Eltringham.** Sue gave a short impromptu update on the Marden Sporting Memories group that meets weekly at the Marden Sports Club. The club aims to reduce social isolation for older people, help improve mental wellbeing and improve physical fitness through attendees being encouraged to get more active. The club meets every Tuesday 1430-1630at The Marden Sports Club.

**Weald Primary Care Network (PCN) – Susannah Becker.** Slides attached. Susannah gave a presentation of the Weald PCN's current priorities for 23/24 – create capacity, ease demand and improve access. Initiatives included improvements to the telephone systems with a callback function to be added – to avoid waiting. The Weald PCN 10 GP Surgeries generally perform well against the regional and national statistics.

Question:

A question was asked about how many staff the PCN employed. The answer was approx. 20 including clinical pharmacists, paramedics etc.

**PRACTICE UPDATE.** Dr Julie Morgan presented the annual Surgery Report.

No significant changes since the last meeting

Staffing levels are stable. We have a new GP Registrar starting in April. We hope to be able to host medical students from September.

Dr Neil Potter will be retiring from partnership at the end of June. We will be joined by Dr Rob Derrick who was a GP Registrar with us in 2019-2020 and is popular with staff and patients. We will be ensuring the smooth transition of Dr Potter's patients to Dr Derrick.

The Portacabin is no longer a "hot zone" but is providing us with vital clinical, meeting and admin room capacity.

Our current focus is on continuing to provide good patient care and on meeting the end of year targets for 31<sup>st</sup> March deadline.

There is a new GP contract which starts from 1.4.2023. The focus is on access. There is a requirement that “patients should be offered an assessment of need, or signposted to an appropriate service, at first contact with the practice”. In most situations this is how we already work but we will need to do some training to ensure that the reception team are all confident in care navigation to other services and will also be reviewing our templates to make available more pre-bookable appointments. The patient experience on contacting the reception team may not feel very different. The requirement is to be offered an appropriate appointment within in 2 weeks of this contact, but this does not have to be with a GP. There is no additional funding to support this or the other requirements. The BMA have made it clear that for many practices these ambitions are simply not achievable. We still have not had the full guideline document. Amidst all this we will also be considering safe working levels for all our clinicians. Once we have seen the full guidelines, we will be considering the implications on how we work. Watch this space!

The Health Bus which was in the village on Friday 16<sup>th</sup> March has generated approx. 10 referrals to us of people who may have undiagnosed hypertension

We are participating in the Spring Covid Booster programme. All people over 75 years and those aged 5 years and older who are immunocompromised. There is a new vaccine. We are hoping to have a clinic on 22<sup>nd</sup> April and will then to smaller Friday clinics. This depends on availability of vaccine which has not been confirmed. For the autumn programme our vaccine supplies were capped.

Questions:

Dr Morgan was asked to comment on the success of bringing paramedics into the Practice – the 2 Practice Paramedics seemed to be very popular. Dr Julie Morgan acknowledged the success of the initiative.

A question was asked whether the Surgery would consider adding Occupational Therapists (OT’s) to the list of staff members – as there may be a local need. Maybe it could be a PCN employee? Susannah Becker (PCN) noted the suggestion and confirmed that OT’s were a funded PCN role, they could recruit.

Improvements to the callback feature to all phones incl mobile. The Surgery would be adding this feature to the telephone system imminently.

Small poll for NHS app usage – almost all the attendees at the meeting use the NHS App. Push on getting patients to use the App. Comment made that the older age group would not be regular users of the NHS app.

What can patients do to help the Surgery deliver better service? Response from Dr Julie Morgan was ‘Choose Well’. NHS is a precious resource that needs to be used wisely. Comment made that it would be important for patients to know exactly what the local choices are – to choose well. Suggestion was to promote the ‘Choose Well’ wider and deeper into the village community. PPG to discuss with the GP’s.

#### **PPG AGM.**

9 Committee members in attendance = quoracy.

**APPROVAL OF PREVIOUS COMMITTEE MEETING MINUTES.** The meeting was asked to approve the 23<sup>rd</sup> March 2023 meeting minutes. No objections. **Minutes Agreed.**

#### **ELECTION OF CHAIRPERSON AND COMMITTEE MEMBERS 23/234**

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

Committee Members election. John Haddow proposed the list of prospective 23/24 committee members seeking re-election. No Committee members had chosen to stand down. Lynn 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 Julie Morgan seconded. No objections. **Agreed.**

Election of new Committee members for 23/24. New members Claire Courtley and Nick Ferguson-Gow were proposed by Julie West and seconded by Judy Taylor. No objections. **Agreed.**

Notice was served on a Special General Meeting to be held at the next PPG meeting on 21<sup>st</sup> September 2023 to seek approval for a minor amendment to the PPG constitution to allow voting at meetings with only one officer present rather than the currently required 2 officers.

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

John Haddow also thanked the current committee members for their participation & support and other patients who have contributed in any way during the last year

280-290 members fluctuating. Approx. 4% of patient list size of 7474. New member acquisition has slowed over the last 6 months. 69 Facebook members

2 new committee members for 23/24 -Claire Courtley and Nick Ferguson-Dow

Oct '22 Weald PCN lunchtime Practice closure letter support

**Supported Covid/Flu Clinics 7 clinics** in September'22. GPs donation £150 to Church & Foodbank as a thanks for volunteers

The Key Health and Wellbeing contacts list was refreshed in Feb'23

The PPG helped arrange the NHS Health Bus that was parked in the Library Car Park on 17<sup>th</sup> March. 10 undiagnosed blood pressure referrals sent to MMC as a result

We have arranged the **KAB Iris Mobile** eye testing vehicle visiting Marden Library Carpark on 12th July

Members volunteered to help at the **Spring Booster clinic** on 22<sup>nd</sup> April. 21 volunteers came forward

£150 was received from the Weald PCN for PPG expenditures in 2023. PPG spend in 22/23 has been approx. £150-£175 to date

**New PPG Flyers** for member recruitment designed with help from Brenchley & Horsmonden PPG – thanks to Derek Cross

PPG contributed to a refreshed **MMC mission statement**

A small group of PPG committee members met with the new GP **Rob Derrick** earlier in the year

The PPG continues to coordinate and manage the Marden Community Forum call every 6 weeks virtually – 'community join the dots.' Reasonable success for the warm hub with the Village Club probably getting the most use. Good sharing within the MCF.

The PPG would like to **thank Kate Tippen & MPC** for their excellent support is promoting health & wellbeing on their social pages and in the MPC Newsletters & support in general. The Spring '23 Newsletter also included the updated Community and Health & Wellbeing Contact list insert

Monthly PPG News Updates have continued and seem to provide a regular bite sized information update

Participation at **Weald PCN meetings**. 2 of 10 Practices do not have PPG's and only 3-4 of the remaining 8 are active. I am acting chair for the Weald PPG's

Participation **West Kent PPG Chairs** meetings every 6 weeks or so – 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

March PPG meeting 23<sup>rd</sup> March 2023. Ray Morris of Marden Wildlife presented on the benefits of nature for health & wellbeing – '**Should GPs prescribe Nature?**' Idea muted by Julie Morgan some months ago. Initial startup project now lead by Sian Burr, Jenny Jones, Wendy Balmer and Julie Morgan. Look out for the updates

We are considering **PPG Drop-in sessions** at the Surgery to help educate patients on the various methods to access medical help, the NHS app and to join the PPG. Snapshot unscientific survey took place @ Waiting room 2 weeks ago

Thanks to Gill Tarry (Treasurer) and for the other Friend's Committee members 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.

Questions:

A question as asked about who the officers of the PPG are. Currently only 1 officer = Chair. The other officers are the vacant roles Vice Chair and Secretary.

Question about getting more younger member (young families to join the PPG - perhaps visiting school parents and a parents evening? Facebook promotion suggested.

Angus Boucher on behalf of PPG members thanked John Haddow for his work and support.

**PRESENTATION FOR DR NEIL POTTER'S RETIREMENT.** Dr Julie Morgan said a few words about Dr Neil Potter's retirement followed by some words by Dr Neil Potter.

**Meeting ended 2015 with light refreshments.**

**PROPOSED DATES FOR UPCOMING 23/24 COMMITTEE MEETINGS:**

**21<sup>st</sup> September 2023**

**14<sup>th</sup> December 2023**

**28<sup>th</sup> March 2024**

**27<sup>th</sup> June 2024 + AGM**