

MINUTES OF THE MARDEN MEDICAL CENTRE

PATIENT PARTICIPATION GROUP

MEETING 21st September 2023 7:00pm at Marden Medical Centre

PRESENT. John Haddow, Lynn and Chris Childs, Judy and Carroll Taylor, Kate and Graham Tippen, Gill Tarry, Julia Addison, Dr Julie Morgan, Mary-Jayne Bournes, Sian Burr, Peter Kershaw, David Stamp, Val Hesketh, Jill Nichols

APOLOGIES FOR ABSENCE. Julie West, Jenny Jones, Claire Courtley, Nick Ferguson-Gow, Wendy Balmer, Alison Fisher, Geoff Bartram, Anne Boswell, Eunice Doswell

PRACTICE UPDATE AND FRIENDS & FAMILY. Dr Julie Morgan presented the Surgery Report.

- The list size is currently 7527. Seems stable.
- Focus over the coming weeks is on seasonal vaccinations: flu through to end of March and Covid to end of October. There is also a new shingles vaccination programme, and we will be inviting eligible patients on a regular basis. Pneumococcal vaccination continues throughout the year. We are grateful to the PPG for their support of our clinics.
- Winter pressures are starting to mount. Increasing numbers of viral infections and Covid levels are rising. We have started to use our Hot Zone when seeing patients with Covid. Demand in all areas is increasing.
- Staffing levels are OK, but we have had some sickness this week and as a small team this poses challenges with cover.
- Recruitment: new paramedic starting in October, new cleaner next week and interviewing for a new secretary to start at the end of October
- A paramedic and practice nurse are about to start their advanced practitioner training courses. This is an exciting development for them and will mean that they will be highly trained in clinical assessments, leadership and in the case of our nurse prescribing.
- Automatic access to records should be switched on by the end of October. We will be communicating more about that nearer the time. There should also be a national campaign.
- Encouraging patients to use the NHS App BUT are also looking to do some work to support patients who are digitally disadvantaged and require alternative means of access.
- The Nature on Prescription project is an exciting collaboration between MMC, PPG, Marden Wildlife Group, and the Parish Council. The use of a simple list of suggestions (= the prescription) for patients to connect with nature in Marden – supported with some postcards showing pictures of Marden nature/wildlife.
- The GP survey results were pleasing: <https://www.gp-patient.co.uk/report?practicecode=G82215>.

Mary-Jayne Bournes shared the Friends & Family latest data. NHS guidelines state only one F&F response is needed per month. 360 responses in July and 372 in August. Surgery requesting primarily via text message. No complaints to note. Normal level of 'patient grumbles'. No trend of negative feedback. Friends and Family Results July & August 2023 included at the end of the minutes.

Question on 'no publish' survey responses. Answer - Patients have the option to request no publication of their comments.

PPG BUSINESS.

11 Committee members in attendance = quoracy.

APPROVAL OF PREVIOUS COMMITTEE MEETING MINUTES. The meeting was asked to approve the 27th June 2023 AGM meeting minutes. No objections. **Minutes Agreed.**

ELECTION OF SECRETARY.

- 1) Rather than having to change the constitution via Special General meeting (as planned) a solution was found to co-opt Mary Jayne Bournes, Practice Manager onto to the Committee for the remainder of the 23/24 year and to appoint Mary- Jayne as Secretary (tasks to be discussed). Proposed by John Haddow. Seconded by Dr Julie Morgan with comment. Dr Julie Morgan felt that a Secretary should have been found from the existing Committee members but reluctantly supported the proposal to appoint Mary-Jayne as Secretary. No objections - unanimous committee vote. **Proposal Agreed.**
- 2) John Haddow reminded the group that any PPG voting since 21st June 2021 that had been undertaken was in effect unconstitutional as there was only one elected officer (chair) rather than the required 2 officers. The second proposal was for the Committee to ratify all voting retrospectively since that date to ensure constitutional compliance. Seconded by Dr Julie Morgan. No objections - unanimous committee vote. **Proposal Agreed.**

PPG ACTIVITIES UPDATE.

- *John Haddow wanted to note the sudden death of Malcolm McLean chair of Friends of Marden Medical Centre late July'23. Sad news.*
- Iris vehicle attended Marden Library 12th July Kent Association for the Blind – limited attendance.
- Attended a Sporting Memories session in Sept – excellent sessions and venue.
- Arranged flu Clinic volunteers for 16th Sept – planned volunteers for 28/9 and 7/10 and 11/10 clinics.
- Attended 3 West Kent PPG Chairs virtual meetings and 3 steering group calls. July meeting included a presentation from Timothy from AAA who runs the Marden AAA group - that meets weekly @ the Memorial Hall. PPG to consider asking Timothy to present at our December'23 meeting.
- Participated in a K&M ICB Listening event in July @ Maidstone to discuss the new Interim Care Strategy. Interim Strategy document available to anyone who asks for a copy.
- Attended Weald PCN PPG chairs @ Staplehurst in Sept – 6/10 Practices represented – progress.
- Attended NOP meeting to discuss the project and how the PPG could help. PPG members will be asked to pilot the pre-launch package.
- Reimbursed £120 for website annual costs from the Surgery.
- 3 new members joined. Group is 300 virtual members with a core of approx. 40 members who regularly attend meetings/volunteer. 60 members on FB.

PROJECTS UPDATE.

NOP Dr Julie Morgan described the project with expected launch imminently – perhaps pre-Christmas'23. Collaboration between MMC, MPC Marden Wildlife and the PPG. Project idea is based on work done originally in Scotland with the RSPB. RSPB wanted £4,000-5,000 to establish a Marden Project. The group decided to do our own smaller scale project kindly funded (so far) by Marden CIO and Friends of Marden Medical Centre. Approx £1,000 offered to support. Group very supported of this initiative and keen to see the output.

DIGITAL INCLUSION DROPINS A lengthy discussion took place on the idea for a group of PPG volunteers to support weekly or bi-weekly drop-in session @ the Surgery (a 3-month pilot) to help patients navigate the new way of accessing GP services 'Choose Carefully' – e.g. NHS app, using alternative treatment services - Pharmacy, Urgent Treatment Centres, Minor Injury Clinics etc. How to navigate the Surgery phone system, awareness of the triage system, what to expect when calling up for an appointment, the use of text for test results etc. Offering simple hands-on guidance for the NHS app or NHS website. Encouraging as many patients as practical to have a mobile number registered with the Surgery (or a person nominated by them with a mobile number) to allow effective outreach by the Surgery. Plan is to try and help those patients who do not want to use or cannot use digital services or identify what improvements could be made to help these patients.

Immense task to educate patients. Digital and non-digital is important. Comments on ongoing requirement to help patients to access services /new services. Potential patient confusion over multiple applications and NHS

organisations some connected some not so connected. Lack of understanding of how the NHS works today. Discussion over the 'Choose Well' colour chart. Needs some 'magic' to pull together the materials to meet patients needs on how to get to services. Project to try identifying what is working and what is not re access to Marden GPs.

Question on how to signpost to patients/advertise to patients. How to patients access the help? GP's to publish Surgery sessions. Potential to work with Digital Kent for those patients that need additional digital help – via Kent's Digital Champions.

General agreement to pilot a drop-in session programme – with around 5/6 volunteers. Action on chair to work with small team of volunteers (to be identified and invited to participate) and GP staff to identify who might need some help...the target patient and what is needed to make it access to GP services better for the patient.

Colour Chart 'Choose Well' should be shared more often with more patients.

Dr Julie Morgan noted that only 20% of a person's health is based on the medical services they have access to. The main impact on a person's health is a person's environment, housing, income etc.

Question was asked on what % of patients use the telephone to book appointments. John Haddow to check with Mary-Jayne Bournes what the new telephone statistics are telling the GPs about patient access.

Question how many medical issues have been caused by patients not being able to contact the Surgery? Answer-unknown. Question asked what % of the patient list do not use digital services/have a mobile phone. People might being missed. The Surgery is very keen to ensure 'all services' are available to all patients.

Short discussion on a new triage system being used by some nearby practices – must be digital only – no telephone bookings.

PROPOSED DATES FOR UPCOMING 23/24 COMMITTEE MEETINGS:

14th December 2023

28th March 2024

27th June 2024 + AGM

Friends and Family Test Results August 2023

In response to the question:

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

89.1% Very good

9% Good

1.3% Neither good nor poor

0.3% Poor

0% Very poor

0.3% Don't know

Total = 372

Ticked very good x 332

Ticked good x 33

Ticked neither good nor poor x 5

Ticked poor x 1

Ticked very poor x 0

Don't know x 1

Do Not Publish x 90

No comment x 48

Free text comments

All the staff from reception to the Dr's and nurses are always friendly and helpful making a sometimes-difficult situation easier.!

"Efficient and pleasant"
 "Quick to see a doctor and my favourite who is now Josh is very thorough and promises to help thank you very much marden medical centre" "Excellent service and staff"
 "Everything was explained to me clearly"
 "After several weeks of treatment Mrs Sam Watson has finally managed to heal up my problem which was proving stubborn to deal with" "Appointment on time. Blood Dr was lovely very calming and funny"
 "Friendly and prompt"
 "So helpful"
 "Got an appointment straight away and was seen on time"
 "Easy check in appointment on time"
 "Appreciated reassuring face to face conversation as well as follow up action/ information provided by text from doctor. Minimal wait time and easy to book appointment with phlebotomist for further tests.'
 "Matt is attentive, thorough, instilled confidence and very professional."
 "The gentleman who took my bloods was really kind to me as he guessed that I was a bit anxious" (David)
 "Thorough and professional all I could want from a doctors surgery" "Very helpful and caring"
 "Josh and Gemma both great, really thorough, answered all questions I had. Really friendly and reassuring"
 "no real wait time and easy to book. The Dr knew all about me and has been very thorough" "Helpful kind and considerate from everyone in the practice"
 "Just went for blood test no waiting around"
 "Quick and efficient"
 "Appointment was very quick, receptionist very friendly and efficient, nurse very efficient too" "Always kind & helpful"
 "Blood test appointment booked for day after seeing doctor arrived earlier than appointment and was seen straight away in and out within 10 minutes'; "Nurse was really nice even that we needed to reschedule the appointment" "Felt relaxed and well looked after"
 "I was able to see a doctor face to face within a reasonable time."
 "Quick and efficient"

Friends and Family Test Results July 2023

In response to the question:

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

91.4% Very good

6.1% Good

1.7% Neither good nor poor

0.5% Poor

0.3%

Very

poor

0%

Don't

know

Total 360

Ticked very good x 329

Ticked good x 22

Ticked neither good nor poor x 6

Ticked poor x 2

Ticked very

poor x 1 Don't

know x 0

Do Not Publish x 113

No comment x 47

Free text comments

"Friendly and competent nurse"

"Efficient and prompt appointment professional and caring staff"

"Polite, efficient and informative"

"Quick response and able to see a practitioner"

"Seen very quickly and thorough discussion and tests with a very prompt follow up. Overall an excellent experience" "Very efficient and on time"

"As usual the service was great friendly and helpful"

"If I really need an appointment, the surgery will always try to accommodate"

"Having fractured my humerus I was contacted by my doctor to discuss possible onset of Osteoporosis and preventative treatment. Wonderful service, could not ask for more" "Seen on time, friendly and efficient apt"

"My anxiety request, at 8.30 am, for a face-to-face appointment with a doctor, was accepted with a 1 1.30 am appointment the same day. Very impressed, and by the doctor's manner and advice" "Efficient planning, timely updates, excellent service" "All staff are caring"

"I was seen by a Dr on the day I needed to have advice on a health problem"

"After my review with Dr Wentzel I was taken off one of my blood pressure tablets and asked to organise a blood test. When I rang medical centre, the test was organised for early the following morning' ;'It just was as usual"

"Because it was very good"

"The receptionist is friendly and helpful. The doctor I saw was very professional and thorough. We are so fortunate to have such a good medical centre with staff that care" "Always caring"

"Excellent attention from Dr Olivia Cambridge and speedy follow-up. Very grateful to and impressed by this young doctor"

"The meeting with my Doctor was on time and was very friendly and helpful. My medication was reviewed, and an adjustment made. The reason for this adjustment was fully explained.

I have every confidence in this practice and always find all doctors and support staff extremely helpful polite and friendly"

"Because everything Marden medical centre is excellent as are the staff"

"Marden has always been brilliant"

"Always very pleasant and helpful"

'Because that was what I thought"

'Face to face appointment and the doctor was very professional and reassuring'