

MINUTES OF THE PATIENTS' REFERENCE GROUP MEETING 23RD JANUARY 2020

PRESENT Sian Burr (Chairman) Peter Kershaw (Vice Chairman) Catherine Alderson, Anne Boswell, Chris Childs, Mo Clayton (Secretary) Claire Courtley, Angela Durnford, John Haddow, Jenny Jones, Cliff Jordan, Jill Nicholls, Annette Sealey, Gill Tarry, Kate Tippen, Carroll Taylor, Judy Taylor.

Dr Julie Morgan, Mary-Jayne Bournes

APOLOGIES Lynne Childs, Geoff Burr, Anthony Sampson, Richard Benns, Jane Annetts, Wendy and Ian Balmer and Jennifer Wynn

Sian Opened the meeting with an Extraordinary Meeting to change the name of the Group to Patients' Participation Group. There were no objections and this was carried

Sian opened the Patient Participation Group meeting

MINUTES OF LAST MEETING : these were approved

MATTERS ARISING : None

FRIENDS AND FAMILY SURVEY : Julie reported that 97% were likely to recommend the Practice.

2020 Survey : there will be an online Survey and a paper survey. The focus last year was the website. This year will also ask how much patients are aware of the services in the new Weald PCN cluster of surgeries which includes Marden Medical Centre

There is a new Self Service Blood Pressure monitor in the waiting room. It will be possible to send out test results by text. Ask how aware patients are of services within the cluster.

DIGITAL ENGAGEMENT. There will be a meeting to see how the medical team and patients use technology = patients welcome to attend the meeting. The Meeting is on May13th at 1.30pm

SELF CARE WEEK : to make people aware of other services available and taking care of themselves. Sian had attended a meeting for parents with special needs and how to help them gain employment.

REPORT ON IASK PRESENTATION : Information Advice and Support Kent. IASK supports families and children with special educational needs or disabilities

Primary Care Network meeting: Sian attended the inaugural meeting of the Weald PCN (Primary Care Network) and PPG forum last October. PCN are made up of clusters of GP surgeries and each PCN deals with 30-50000patients. This meeting was primarily to introduce the set up and aims of the PCN for our Weald cluster and to ask patients opinions of this plan. The plan is very close to the WKCCG plan and the major features of this plan were discussed in previous PRG meeting. These meetings will be held 4 times a year. The date of these meetings will be advertised on the practice website and any patient may attend. If you want to please let me know.

Chair's Meeting On the 10th of January, Peter and Sian attended the WKCCG Chairs' meeting. The main topic was the mechanism for the sharing of patient information with all relevant services , clinical, social and emergency to improve timely and effective treatment .This is to be effective from April.

The other major discussion was the merger of the 8 Commissioning groups into one for Kent and Medway, again to promote efficient and coordinated services. This will again be effective from April.

Details will be posted in the newsletter.

WKCCG NEWSLETTER : Sian showed the meeting the newsletter featuring herself and the Marden Patients Participation Group. There is a membership of 206.

DEMENTIA FRIENDLY VILLAGE : an event is planned in May. It will be an accredited business meeting with a person available to advise/help anyone with dementia. An event is to be held on 16th of May. Volunteers are needed to crochet forget-me-nots to help advertise the day.

ALLOTMENTS : Parish council hope to take over the allotments. Discussions are being held with Redrow. PC want to be sure that the legal details are agreed.

CHAT BENCHES : these will have a sign indicating that anyone using the bench is happy to chat.

WORK PARTY FOR CATHERINE'S EMERGENCY LIST : This is a list for people who have to go into hospital suddenly and what they should take, with a list of medications. Jenny and Chris offered to help.

AGM : a speaker from Harmony will speak on how to cope after a serious illness.

Date Thursday 23rd April at 7.30pm

AOB : Mo asked about lack of information on online appointment booking, in particular being able to see a doctor who has dealt with them before

Date of the next meeting March 17th.

This ended the meeting