

MARDEN PATIENTS' REFERENCE GROUP

MINUTES of the Committee Meeting held at the Marden Medical Centre on 04 July 2019 at 19:30 at the Marden Medical Centre

Present: Sian Burr (Chair), Catherine Alderson, Geoff Burr, Chris Childs, Lyn Childs, John Haddow, Nikki James, Jenny Jones, Cliff Jordan, Peter Kershaw, Dr Julie Morgan, Anthony Sampson, Annette Sealey, Kate Tippen, Helen West and Leslie West

Sian welcomed everybody to the meeting including John Haddow and Cliff Jordan as new faces.

1. Apologies for absence

Jane Annetts, Anne Boswell, Angus Boucher, Sue Fenn, Gill Tarry, Carroll Taylor and Judy Taylor.

2. Minutes of the Committee meeting held on 07 March 2019

These were agreed as a correct record.

3. Matters Arising

None

4. Dr Julie Morgan's report

4.1 Friends and Family Survey

In response to the question "How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?", in June all the 17 responders said they were extremely likely to recommend the practice to family and friends.

4.2 Patients' Survey 2019

The re-launched website was the subject of the survey. 37% did not know of its existence. A large proportion didn't find it that useful. Many were unaware of the upgrade. Only 25% found it easy to navigate, 64% telephone for appointments, 28% make them online and 7.5% front up at reception. There was no overall preference regarding the old and new website. It was acknowledged that work was required to promote the website. Kate Tippen suggested publicity in the Parish Newsletter and on the Parish Council notice boards. Publicity could include (1) information on services, (2) self-help and (3) signposting.

4.3 Work load assistance

Other healthcare professionals are being looked at. Paramedics can become accredited for prescribing; Mat, the paramedic, is working towards that goal and is now full time and undertakes visits.

5. PPGs' Chairs' Meetings

Peter Kershaw reported on the last two meetings. Pursuant to the re-organisation West Kent CCG will be rolled into Medway. Hyper stroke units will be located at the William Harvey, Maidstone and Darent Valley Hospitals. Social prescribing is taken up 80% by females and 20 % by males. 96% of patients in A&E are seen within 4 hours. SECAM shows no improvement. A GP online consultation pilot is underway and there is also a pilot to build a locum bank and multi-disciplinary partnerships. Sian has tried to get Chairs of the PPG cluster of Goudhurst, Hawkhurst, Yalding and Marden to meet in one place. The response was poor.

6. AGM 9th May 2019/ Dementia Friendly Village

27 members and 4 medical staff were present. Sian reported that two speakers for Involve spoke about social prescribing.

Marden is working to be recognised as a dementia friendly village through the efforts of Rachel who organises the Living Memories Café which meets twice a month. The dementia group joined the singing group for a very successful visit to Kenward House. Chris Childs and Peter had been addressed by a group working in parallel to Involve. Julie pointed out that social prescribing was going out to contract.

7. Dr Streeter's Retirement

Dr Streeter's PRG retirement party on 04 April 2019 went very well.

8. Big Musical Picnic 08 June 2019

The event was cancelled mid-afternoon because of a deluge which knocked out the sound amplification equipment. Sian reported that the PRG's presentation was either blown away or soaked.

9. Allotments

Kate reported that the area designated for allotments on the Highwood Green estate, according to Matthew Finch of Redrow, will form part of the land administered by the Highwood Green Management Company. People are asked to contact Redrow if they are willing to form an allotment management group. If there is insufficient uptake in Marden the net will be cast wider. It is thanks to Julie that Redrow are engaged. Kate will advertise the allotment scheme in the Parish Newsletter.

10. My GP App

Nikki said that this App is easy to use, appointments may be booked but not prescriptions.

11. Surgery News

Graham Streeter has retired and has been replaced by Jonathan Wentzel. Alison Tinsley, the new nurse, is an asthma specialist.

The practice is running out of space. The Maidstone borough Council has been asked for its views on expansion but it is reluctant to lose trees. A feasibility study will be undertaken.

The practice is part of the Primary Care Weald Network.

Triaging &MSK. Patients with Muscular Skeletal problems will be directed initially to a specialist Physio not the GP. This physio will assess the problem and suggest the most appropriate course of action, e.g. physio, X-ray, imaging, pain clinic or consultant.

Hamish will be working for the cluster and will be the first contact. Hamish will rotate around different surgeries and will have holiday cover.

The Friends have funded a monitor for a heart trace to your smartphone, the updating of the blood pressure machine, palliative care booklets and a new machine which takes only a few minutes to analyse peripheral arteries.

12. Autumn Newsletter

Anthony Sampson volunteered to collate the newsletter. Among items that could be included are the flu campaign, the allotments, MyGP App, Living Memory Café, Involve, Come and Sing, the proposal to install defibrillators at the Memorial Hall and the Marden Club and a silent auction for a funds to provide a rocking horse on the play area. Funds from this auction will go towards paying for the defibrillator.

13. Any Other Business

Neither Sian or Peter can attend the CCG PPGs' Chairs meeting on 09 July in Sevenoaks.

Sian congratulated the practice on achieving "outstanding" in the recent CQC inspection.

Next meeting 03 October 2019