

MINUTES OF PRG MEETING

HELD ON 7th MARCH 2019 AT MARDEN MEDICAL CENTRE

Present: Sian Burr (Chairman) Peter Kershaw (Vice Chairman), Catherine Alderson, Jane Annetts, Mo Clayton (Secretary), Claire Courtley, Annette Sealey, Gill Tarry Kate Tippen (Chairman Parish Council), Dr Julie Morgan

Apologies: Richard Benn, Anne Boswell, Sharon Harrison, David Smith, Judy and Carroll Taylor.

Minutes of the Last Meeting

These were approved

Matters Arising:

The future of the site allocated for allotments at Highwood Grove remains uncertain. It has not been possible to identify a suitable organisation to manage the area.

Friends' and Family Survey 2018 Survey

540 responses received:

81.8% Extremely likely to recommend the surgery,

13.7% were likely to recommend the surgery,

2.4% Neither likely or unlikely,

3% Unlikely,

0.74% Extremely unlikely.

2019 Patient Survey:

Ask more patients how they feel about the website. Contact Us facility needs to be more prominent. Accessibility to GPs? 111 service to be promoted.

Chairs' Meeting:

Peter said one aim is less bureaucracy. On 22 January: An integrated Care System (ICS) is planned for the whole of Kent and Medway with the existing 8 CCG's merging into a single Strategic Commissioning Organisation (SCO). There will be separate Governing Boards in East Kent and West Kent/Medway responsible to the SCO. An integrated care partnership (ICP) of NHS providers (e.g hospitals, community services, mental health services, GPs) will be responsible for delivering the strategy. The detailed organisation will be developed over the next 3 – 6 months with implementation expected by April 2020.

The collaborative working between multidisciplinary teams is making good progress in West Kent/Medway. At present they are looking for suitable sites for 3 Hubs.

Urgent, Emergency and Out of Hours care has been commissioned from IC24 Ltd. They are now responsible for providing an integrated service covering the out of hours service, home treatment service, and GP care in A&E.

Patient access will be through the improved 111 service. During normal working hours (Monday-Friday 08:30 – 18:30) NHS 111 will refer patients with Primary Care conditions back to their GPs or offer non-clinical advice/signposting over the telephone. At all other times NHS 111 will refer patients into the IC24 system

Dr. Streeter's Retirement:

For Dr Streeter's retirement get together tickets are available from reception in The Medical Centre as numbers are limited.

He is retiring on 4th April and has requested a donation to Dandelion Time for any contributions, (which is a charity to support children).

Replies to invitations will be necessary to gauge numbers. Sian will contact PRG members. The farewell will be in the John Banks Room of the Memorial Hall.

A sub-committee of Sian, Gill and Mo and Peter have been liaising to deal for catering.

AGM:

Sian is standing down as Chairman.

The AGM is booked for May 9th at 7.30 pm

Rachel will speak about a Dementia Friendly Village and a speaker from Involve will explain their role.

Could the PRG be promoted differently?

Date of next meeting:

TBA

AOB:

There will be a Care Quality Commissioning (CGO) inspection of the Medical Centre on 14th March and PRG members may be contacted for comments.

There is some concern that patients phoning for an appointment are not dealt with in order when making call. Julie will look into this.