

MINUTES OF THE MEETING OF THE MARDEN PATIENT PARTICIPATION GROUP (PPG) via ZOOM 24th SEPTEMBER 2020

PRESENT John Haddow (Chairman), Chris Childs (Vice-Chairman) Sian Burr, Peter Kershaw, Mo Clayton, Jane Annetts, Lynne Childs, Jill Nicholls, Annette Sealey, Gill Tarry, Judy Taylor, Carroll Taylor, Julie West, Anthony Sampson, Dr Julie Morgan, Mary-Jayne Bournes (Practice Manager), Georgina Parker (Guest Speaker), Eunice Doswell, Geoff Bartram, Anne Boswell

APOLOGIES Claire Courtley, Kate Tippen, Julia Addison

GUEST SPEAKER PRESENTATION Georgina Parker, Lead Consultant at the Heart of Kent Hospice gave a short presentation on deprescribing. A copy of the presentation attached.

Georgina spoke about the work of HOKH - over 2,269 home visits in 2019 were made. The Hospice deals with terminal illness generally. HOKH must raise £4 via donations for every £5 spent. Receive 23.5% of funding from the Government.

Deprescribing – medications may not be giving the benefits needed and may have adverse side effects. Preventative medicines may be prescribed when time is short. 24% -40% of over 65s have 5 plus medications. Net benefit must outweigh net risk. Deprescribing could improve end of life experience.

Comment. A member spoke about a relative who had had wrong diagnosis of an illness, and both hospital and Hospice had been found guilty of misdiagnosis in Court.

Question asked about what kind of medicines were generally over-prescribed? Answer: Drugs to control high-cholesterol, blood sugar levels, blood pressure medication and blood thinning drugs.

Question asked about the impact of the pandemic on HOKH and care. Answer. Much has been learnt from pandemic such as the benefit of increased adoption of technology.

Suggestion made by Anne Boswell that Georgina could submit an article for inclusion in the Marden Parish Council Newsletter early 2021, also suggestion made to share with the Collier Street Parish Magazine team **Action:** John Haddow to connect Georgina with Marden and Collier Street, Parish Council contacts.

John Haddow thanked Georgina for her presentation.

MINUTES OF THE 2020 AGM Minutes of the 2020 AGM had been circulated to members in advance via email. Chris Childs proposed that these be accepted unchanged. Seconded by Sian Burr. **Action:** Approved.

MEDICAL CENTRE UPDATE Dr Julie Morgan presented the Medical Centre update.

Dr Morgan reminded all that the Surgery doors are open. Dr Morgan stated online consultations and telephone & video consultations were now happening as a default. The plan to install a Portacabin in the carpark is in the Planning Approval process. The Parish Council had no objections at their 22/9/20 meeting. Maidstone Borough Council had some conservation area questions to be resolved before final planning approval is hopefully granted.

Flu clinics were work in progress. Dates had been set and letters sent to all invited patients. Invitation letters to flu clinics had been sent out in batches over several weeks. Over 55s will be

eligible but now likely to be not before November assuming vaccine availability. No more immunisation stocks can be obtained.

A question was asked about whether there are any issues with blood test and blood test results delays in Marden – an issue seen in a few other West Kent Practices. Answer: Dr Morgan stated there is a regular phlebotomist at the Surgery and Dr Morgan was unaware of any specific delays at Marden. Dr Morgan also said technological improvements aka Electronic Prescription Service & general communications have had a positive impact on the patient service.

A comment was raised that reception staff had been unhelpful to patients during the first months of lockdown in relation to arranging appointments and triage, although there have been improvements recently. Answer: Dr Morgan stated that receptionists did not triage patients. There was some initial in-bound call challenges at the start of lockdown, but the system in-place had worked well and is working well currently. Dr Morgan was unaware of any current issues.

PPG ACTIVITIES UPDATE

Informal Committee Meeting 29th July via Zoom.

An informal meeting of committee members was held on 29th July 2020 to discuss PPG activities for the summer months and how new members from the wider patient population could be encouraged to join the PPG – younger members especially young parents.

It was agreed that new PPG members should be either called or contacted by John Haddow to welcome them to the group and answer any questions they might have. It was subsequently decided not to call new members as this would mean a change of data protection strategy to request and store patient telephone numbers. It was decided this would not be necessary and that an email welcome would suffice negating the need to store unnecessary telephone information.

It was agreed that Chris Childs would lead project to look at whether the PPG should fund raise – either on its own right or help other groups or charities. Chris Childs was to report on progress at the September meeting.

It was agreed future meetings should include a guest speaker if possible.

It was agreed a Facebook page should be created as soon as possible.

PPG activities since the last formal meeting on 25th June 2020

John Haddow presented the various PPG activities and actions since the last formal meeting on 25th June 2020.

Over the last 3 months, Peter Kershaw and John Haddow attended 2 x **Kent and Medway Clinical Commissioning Group (CCG) West Kent Chairs** virtual meetings. Minutes/details attached for information. The CCG is responsible for healthcare services and hospitals supporting the 1.8m population of Kent and has a budget of £2.8bn from the NHS.

Important points were:

1. CCG activities have been focused on the restructure from 8 CCG's to a single Kent entity and the various pandemic challenges
2. Q&A was released because of issues expressed by several PPGs regarding the DoctorLink App
3. Flu clinic preparations

4. New Adult Social Care initiatives in Kent & Medway
5. A new NHS Carers App to help carers – details in the attachments

Action: If anyone has questions relating the CCGs activities, the minutes or would like to attend any of their future calls, please contact John Haddow or Peter Kershaw.

John Haddow attended 2 x **Weald Primary Care Network (PCN)** virtual calls to discuss the creation of a new Weald PCN PPG. The Weald PCN is a group of 11 local GP surgeries that work together where possible to share resources and best practices. The 11 Weald practices are: Crane Practice, Howell Practice, Lamberhurst Surgery, Marden Medical Centre, North Ridge Medical Practice, Old Parsonage Surgery, Old School Surgery, Orchard End Surgery, Staplehurst Health Centre, Wish Valley Surgery and Yalding Surgery. John Haddow also had a call with the Yalding PPG chair to discuss potential closer collaboration going forward.

Jane Annetts updated the PPG website name to align with the new group name. Apologies for some issues with the forwarding from the old address. The website was refreshed and reordered, adding two videos from other PPG's to better describe the role of the PPG and a new page to describe why patients should join the PPG. The PPG membership form was updated to reflect the new membership email address. The new website is <https://www.mardenppg.org.uk/>.

A Facebook private group was created with the grateful help of **Mark Rumble** whose parents and grandparents are Marden residents. Mark went the extra mile to help and Offer guidance during lock-down. The new Facebook private group is <https://www.facebook.com/groups/mardenmedicalcentrepvg>

Other PPG activities: 6 Prescription home-deliveries have been completed from the Surgery Dispensary. The PPG notice board signage at the Surgery was updated with the new group name. Scarecrows were created for the MIB Scarecrow Safari weekend on 26/27th September. An A4 – folded marketing sheet was produced for handouts. Content was created for the September Marden Parish Church Magazine and the October Marden Parish Council Bulletin. 2 x Volunteers provided for flu immunisation clinics.

QUESTIONS & AOB

Chris Childs informed us that due to the pandemic, social distancing and the issues many charities are having with funding, the project to consider PPG fund raising was paused until further notice.

Action: Chris Childs to update status at the next meeting in December.

Sian Burr raised the Weald PCN PPG creation plans and reminded members that it would be beneficial for some Marden PPG members to volunteer to be involved. A call is planned for 12th October. **Action:** Any member who wishes to be involved or get more information should contact John Haddow.

Annette Sealey suggested any Marden Parish updates from the PPG should be shared with her as her husband is on the Colliers Street Parish Council and would promote for us – as MMC's patient boundary extends into the Collier Street Parish. **Action:** John Haddow/Annette Sealey ongoing.

Several members agreed to distribute flyers to the new estates and or distribute with the Parish Magazine. **Action:** John Haddow to supply flyers and the group to coordinate distribution.

John Haddow informed the meeting that Jane Annetts having been website manager for 3-4 years, wishes to hand over the role, but was happy to stay until June 2021. John Haddow advised he would take over in the next few months assuming no other member can be found to pick up the tasks.

John Haddow thanked Jane for her dedicated and thorough work. **Action:** John Haddow to canvass for new owner for membership database and the website.

Julie Morgan raised a potential new project in the village shared by Graham Streeter - an innovative 'social prescribing' initiative that Peter Hall/Ray Morris are developing related to wildflower meadows and gifting birdfeeders. Judy Taylor is aware of the plans. **Action:** Judy Taylor to keep the group updated of the initiative.

A question was asked to Dr Morgan regarding how will CCG react if the proposed 2,000 houses do in fact – go ahead in Marden? Answer: Dr Morgan said the CCG worked closely with planners and had not yet had detailed discussions with the Practice.

Dr Morgan stated that for the Covid Assessment Area - If necessary, a doctor would see patients from the Yalding Practice, on a shared rota. Also, if someone has Covid-19 symptoms, they should contact the surgery or call 111 or 119 or go online to request a test.

Note: The Covid Assessment area within the Surgery includes a separate area set aside for face to face appointments with patients with potential Covid-19 symptoms who require a clinical assessment – kept separate from the rest of the Surgery. There is a separate entrance and parking area and assessments will happen during designated time periods, by appointment – after an initial phone assessment – booked in the normal manner. No testing kits are kept at the Surgery. Patients with suspected Covid–19 would be asked to book a test on-line at a Testing Centre or to receive a Testing Kit by post. The planned new portacabin would become the separate Covid Assessment area – freeing up space in the main Surgery building, taken up at this time for Covid assessments.

John Haddow reminded the group to canvas for attendees at the next virtual meeting – 29th October at 7:00pm when Emma Halpin will present on the activities of The Blackthorn Trust. Surgery staff will also be available for a live Question & Answer session on Surgery related topics. **Action.** All ongoing.

John Haddow mentioned that he was working on a plan to ensure 'non-digital patients' could be better included in future PPG activities - if they wished. Not all patients have an email address or a smartphone. **Action:** John Haddow to update the group in December the status of the inclusion initiative. Anyone who has a wish to be involved in the exercise should contact John Haddow.

Meeting closed at 8:20pm

FUTURE MEETINGS The next planned meeting dates are:

Thursday 29th October 7:00pm – Guest speaker, The Blackthorn Trust and Q&A - standalone meeting

Thursday 17th December 7:00pm – Guest speaker, The Harmony Trust - PPG quarterly meeting