



**MINUTES OF STAPLEHURST PPG MEETING
held on Wednesday, 25th April 2018
in Staplehurst Health Centre**

Present: Mary Shaw Chair
Alaine Summers Secretary
Elaine Handover Practice Manager
and 12 further members of the PPG

1. Welcome:

Mary welcomed everyone to the meeting.

2. Apologies:

Andrew Watson, Joan Buller, Adele Sharp, Rory Silkin, Jeanette Whitford, Andrew Wilson, Lester Gosbee

3. Minutes of the Meeting held on 24th January 2018:

Under Health Centre News, Robin Oakley said the new HCA was Ella, not Ellie. The minutes were then agreed.

4. Matters Arising:

None.

5. Health Centre News:

Elaine reported the following:

- The CQC had another focused visit on 4th April and are still unhappy about several issues. The Health Centre have taken some actions, they have rearranged the downstairs office; made the front desk more visible and de-cluttered; prescriptions are now dealt with upstairs so only 1 person is working on them; and discussions to do with health matters will take place in the interview room and not discussed on reception.
- The telephone system is the main issue and the CQC feel the practice is not doing enough to rectify the problems. Elaine has a meeting on 3rd May with NHS Property Services and ICOM. She feels it is the Landlord's responsibility to put it right. She is getting quotes from ICOM and will attempt to allocate some of the S106 money to refurbish the system.
- In order to meet the infection control standards so that clinicians can use their rooms effectively, the carpets in the clinical rooms must be removed. The CQC have said that the sinks in the GPs rooms are not up to standard and new sinks will need to be put in the clinical rooms. Again it is hoped to use S106 money.
- The appointments system has been a big problem recently with Dr Rumfeld having been off sick with pneumonia and Dr Priya being off sick for 2 days. 60% of appointments are on the day appointments. Pre-book appointments are limited. Currently there are no bookable appointments until 13th May and the diary had not been written up after that as Elaine was on leave. Elaine is trying to find a way forward.
- There is a new app that can be downloaded to improve contact with the surgery.
- Elaine thanked Robin Oakley for carrying out the Patient Survey, 250 forms were completed. The Head Office and the CQC were very impressed with the outcome.

- Elaine is organising another Friends & Family survey, sending out mobile messages following appointments.
- Robin Oakley expressed concerns that the result of the CQC report is lowering the morale of the team and suggested patients should protest, maybe via their MP.
- Elaine is interviewing for 2 receptionists as one did not start and one left soon after starting.
- Robin Kenworthy asked what the DNA situation was, Elaine said this has been better now with SMS messaging.
- Elaine said there will be a lot of GP annual leave between mid May and August and she is trying to get locums to cover this.
- The new Primary Care Liaison Officer at Benenden Hospital visited the Health Centre. There is an Open Day at Benenden Hospital on Sunday, 29th April, 11 am to 4 pm, all welcome to look around the new facilities.
- Joan Buller asked if losing patients means losing money, but Elaine said most patients lost are due to moving away. Numbers of patients had gone up from 4800 to currently 5500. Joan asked if there was anything patients could do to help. Elaine said to be supportive.
- There is a possibility of the Health Centre working as a cluster within the Weald to enable hours to be extended in future. The Centre has extended to 7.30 am start on a Tuesday, working to 7.30 pm on a Wednesday plus 1 Saturday morning per month for those patients who cannot attend at other times.

Mary thanked Elaine for her report.

6. Friends News – Robin Oakley:

- Health Information Evenings - the CPR session with Paul Brooker had been a very good evening. The next Information Evening will be on Wednesday, 2nd May, when Jane Thomas, manager of Maidstone Involve Carers, will explain what the organization does and how it can help carers.
- Robin is working on the next newsletter, due to go out at the end of May.
- The Friends have agreed to purchase new digital ECG equipment which feeds into the computer.

Elaine said all carers should be on the Health Centre register of carers. They should also complete a Kent Carers Emergency card so that those they care for can continue to have care if anything happened to them. She also informed those present that a Health & Social Care Co-ordinator, Angela, is at the surgery every Monday.

7. Any Other Business:

- Robin Kenworthy said he had not received any response or interest in doing anything to celebrate the 70th Anniversary of the NHS.
- Robin also said the Health Overview and Scrutiny Committee will be held on Friday, 27th April, the SECAMB Update will be presented, and this can be accessed and viewed on the internet through Kent webcast.
- Robin had a diabetic ulcer in February and, according to NICE guidelines if identified they should be reported to a multi-disciplinary team within 24 hours and an appointment given within 72 hours. He was not making progress with this so was considering writing to his MP.
- Mary informed those present that she and Elaine would be standing down as Chair and Secretary of the PPG at the Annual General Meeting in October and asked everyone to try and think of anyone who might be willing to take these roles on. This gives 6 months notice for new people to come forward and enable a handover.

8. Date of Next Meetings:

Wednesday, 25th July 2018

Wednesday, 24th October 2018 – Annual General Meeting

The meeting closed at 8.30 pm.