**Minutes of the Patient Participation Group**

**Bower Mount Medical Centre**

**Tuesday 4 June 2019**

Present:-

Christine Sachs

Deborah Langworthy

Elizabeth Chapman

Margaret Gatehouse

Dawn Brightman.

Michael Jefferies

Eric Willcock

Dr Hannah Ladd

John Horne

Apologies: Lizzie Ballagher

Barbara Upton

Martin Geary

1. **Minutes of the Last Meeting:-**

Agreed

2. **Matters Arising:-**

**a. Newsletter**

The newsletter continued to be work in progress.

Deborah Langworthy reminded the PPG that at a previous meeting she had reported that Sevenoaks Surgery both printed and distributed by email 8,600 newsletters to their patients. As requested, Wendy had contacted Sevenoaks Surgery and had established that they had a different software system to us. After Wendy contacted both the NHS IT department and Vision (our software supplier) she discovered that our system does not have the facility to batch emails.

Possible Newsletter contributions:-

* Lizzie Ballagher had donated the Surgery a copy of the memorial book of poems to celebrate NHS70 last June. Lizzie’s own winning poem featured in the book.
* Dr Ladd would check with Wendy if the two new doctors had provided a short precise of themselves for the next newsletter.
* Liz would write an outline of the weekly Maidstone 5km Park Run held every Saturday morning starting at 9am at the Museum of Kent Life. The run follows the towpath from The Museum passing Allington Castle and Marina before crossing the Blue Bridge into Whatman Park where it turns back on itself to return along the towpath again to finish back in the Museum behind the small orchard. Dotty's Tea Room is then on hand to provide welcome refreshments to all those in need.
* Details of Care Navigation. A new way for General Practice staff to ensure that patients are being signposted to the most appropriate source of care. Action Wendy.
* Details and a photograph of the new automatic digital blood pressure monitor.

**b. Fundraising**

We currently had £951 in our bank account.

Wendy had reported that a new electronic or hydraulic couch would cost £825.

Liz would contact the Cobtree Charitable Trust who offered grants for charitable organisations undertaking social welfare projects in Maidstone. It was noted that there are no minimum or maximum grant amounts we can apply for however grants were typically below £5000 and on average were between £2000-£3000.

**c. Future Talks**

Agreed that an improved method of advertising Future Talks was essential before any new talks arranged.

**d. Patient Cap Review**

Open.

3.  **West Kent Clinical Commissioning Group**

Dawn provided an update from the West Kent Clinical Commissioning Group.

Meeting on the 14th May 2019 – Oakwood House, Maidstone

This meeting gave details of Primary Care Services in West Kent and an update on Frequent Users of Urgent Care.

Primary Care Services in West Kent

A presentation was given by Priscilla Kankam, Head of Primary Care and Ruth Wells, Senior Primary Care Development Manager. The presentation was aimed at informing what had happened within Primary Care and what is currently happening. The following were discussed - Current Workforce Challenges, employing GP locums which was not always cost effective and could mean patients lack continuity of care.

Pharmacy First - working with community pharmacists continued to provide easy access to a health care professional for public and patients. It was noted that College Road, Blackthorn and Bowermount shared a Pharmacist.

Frequent Users of Urgent Care Services

This presentation was given by Laura Bottle, Commissioning Manager Acute Commissioning Team and Philippa Brewer, Frequent Service User Support Worker from Kent Community Health

Governing Body Meeting Summary: April 2019

A summary has been received of the issues discussed at the Governing Body Meeting held in April.

It was noted that the first stage transitional arrangements for four CCGs in North, West Kent and Medway had been approved.

A copy of the WKCCG meeting minutes is available on request.

4. **Any Other Business:**

Dr Ladd mentioned that currently there was no plan at the surgery to use a triage system.

**5. Date of Next Meeting** – Tuesday 24 September 2019 at 16.45pm