

**Minutes of the Patient Participation Group
Bower Mount Medical Centre
Tuesday 12 March 2019**

Present:-

Christine Sachs
Deborah Langworthy
Elizabeth Chapman
Margaret Gatehouse
Dawn Brightman.
Michael Jefferies
Barbara Upton
Martin Geary
Eric Willcock
Wendy Wilkins

Apologies: Lizzie Ballagher
Dr Hannah Ladd
John Horne
Gillian Humphreys

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 our previous meeting she had reported that Sevenoaks Surgery both printed and distributed by email 8,600 newsletters to their patients. Wendy Wilkins was asked to follow up this information by contacting the Sevenoaks Surgery Practice Manager for further details.

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.

- Details of ‘Improving Access’. The Practice currently offers extended hour appointments from 6.30pm – 8.00pm on Thursday evenings and occasionally Monday and Friday evenings. Every 6 weeks the Practice offers Saturday appointments 9.00am – 13.00pm. It was noted that Bower Mount was clustered with The College Practice, The Vine Medical Centre and Blackthorn Medical Centre. Action Wendy.
- 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.
- Martin Geary suggested that an on-going list of the WKCCG activities would be informative for patients.
- Details and a photograph of the new automatic digital blood pressure monitor.
- Wendy to request the two new Partners to provide a short narrative about themselves.

It was reported that Sue Carter had indicated that Brian Patey had not been paid for his previous newsletter artwork. The PPG wondered if this was a reference to the money received from The Link Pharmacy. Deborah would email Sue Carter for clarification. It was understood by members of the PPG that Brian Patey continued to be happy to provide artwork for our newsletters.

b. Fundraising

Wendy reported that suggestions for the next fund-raising project were an electronic **couch** (2 required) and new defibullator pads (these had to be replaced regularly). Wendy would obtain a quotation for a new **couch**.

Tesco paperwork completed and submitted and we may now apply again for funding. Golding Homes had advised that we may apply for further funding from January 2019.

Martin Geary would explore availability of other private charitable funding. It was noted that the PPG would consider matching funding.

c. Future Talks

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

d. Patient Cap Review

Open list now.

3. West Kent Clinical Commissioning Group

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

Meeting on the 22nd January 2019 – Cornwallis School, Maidstone. WKCCG News and updates

A presentation was given by Adam Wickings, Deputy Managing Director, followed by a discussion on Kent and Medway wide programmes:-

- Stroke Update
- Clinical Assessment Service Procurement
- Falls - a new Fracture Liaison Service is now being procured.
- Winter and A&E Pressures
- Cancer and RTT Performance
- New 10 Year Plan - Plan comes with some increased funding, approx £5.7% for WK (lowest growth amongst K&M CCGs) but also comes with many new expectations:-
 - Mental health growth
 - Digital
 - Prevention agenda
 - Out of Hours provision

Governing Body Meeting Summary: January 2019

A summary has been received of the issues discussed at the Governing Body Meeting held in January 2019. This included discussions on the following:

- Governing Body tenures and pay
- Exiting the EU - a presentation on preparations across the health and care system in Kent in the event of a disorderly exit from the EU. It was noted that Department of Health and Social Care guidance had been issued covering:
 - Supply of medicines and vaccines
 - Supply of medical devices and clinical consumables
 - Supply of non-clinical consumables, goods and services
 - Workforce
 - Reciprocal healthcare
 - Research and clinical trials
 - Data sharing, processing and access

- It was noted that, additionally, the Kent Resilience Forum (multi-agency emergency planning group) was also developing preparations for the potential increased traffic volume in Kent that could be caused by border checking delays in the event of a disorderly exit from the EU. Existing business continuity and incident plans were being built on, rather than separate plans being developed, and the CCG was required to supply assurance to NHS England about its preparedness, and to request similar assurance of all its key health providers, including GP practices.

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

4. Any Other Business:

John Horne had requested clarification concerning the surgery policy on Ear Syringing. Wendy explained that Ear Syringing was not funded as part of the surgery's core services. Bower Mount had given the CCG the required notice of 3 months and from 1 May 2019 Bower Mount would no longer be providing an Ear Syringing service. It was noted that Ear Syringing can cause complications such as ear infections, perforation of the ear drum & tinnitus (persistent noise). Further information available on the surgery website

5. Date of Next Meeting – Tuesday 4 June 2019 at 16.45pm