

NB: This meeting was unorthodox in format, style, and media (Zoom). The AI assistant did not work, resulting in no recordings. These minutes are produced from memory (PS fault - incorrect configuration).

Present: Dr. Carpenter, PM, 4 PPG members, and an observer from RHC

Apologies: 4 members (low attendance due to the late call for the meeting)

Meeting Start: 17:33 (technical issues delayed some attendees)

Part 1

See action List on Page 3.

Agenda Items: (format is meeting date dd/m/yy/action No.)

18/1/24/4 - ANIMA use to be reviewed

Ongoing item, to be processed by the new joint PPG.

18/1/24/5 - Clarify HCA role

HCA role lacked needed skills, now nurses conduct clinics and procedures (e.g., smear tests increased from 59% to 73%).

29/2/24/2 - PPG Term of Reference, Minutes for meetings Feb 2020, Oct 2023 and Jan 2024 were all approved without change. Action: Items to be placed on PPG page of website Full names to be replaced by initials before uploading.

Action to be completed within the next 2 days (check!).

29/2/24/3 - Clarity is needed at next meeting giving a breakdown of appointment types; phone, doctor, practitioner, prescription, physio, etc.. Statistical and graphical information by day, week, month would enable patients to understand more! Dr. demonstrated analytical data; monthly snapshots to be displayed on the new website.

29/2/24/4 - HUB appointments now recorded on Patient Record, not ANIMA.

29/2/24/5 - Reception people waiting while on phone feeling ignored - Staff are now aware.

29/2/24/6 - Repeat prescriptions, policy, flowchart, etc. Dr. will determine how to post on the website. To be done after merger is completed to ensure unity and patient clarity.

29/2/24/10 - Item outdated.

29/2/24/11 - PM Plato report: if a text is not sent to a landline, the surgery can call instead.

29/2/24/12 - Missed, for the next meeting of the joint PPG.

29/2/24/13 - Item outdated.

Dr. thanked the PPG for their work over the years, confirming automatic membership in the merged joint PPG.

Legend: (with web links)

(MMG) Medway Medical Group

(PM) Practice Manager

(RH) Reach Healthcare

(HCA) Health Care Assistant

(PPG) Patient Participation Group

(CQC) Care Quality Commission

Part 2: Merger Aspects - Led by Dr.

Notice to MMG Patients Regarding Merger

Patients will receive detailed information about the merger with RH through phone messages, NHS messages, and updates on our website. Additionally, our phone system will feature an announcement about the merger, with an option to select a digit for more information.

MMG Patient Data in NHS App and ANIMA Access:

MMG GP code ceases on 23rd August at 13:00, affecting NHS App data but not secondary care data. Integration will take the entire Bank Holiday weekend, resuming 27th August with RH GP code. ANIMA unavailable from 13:00 on 23rd August to 08:00 on 27th August.

Improvements with Reach Healthcare:

Collaboration with RH has improved patient services. The merger will extend ANIMA hours, with more daily appointments available, including 10 reserved for call-ins.

Impact of Merger on Appointment Locations:

The merger will not change appointment locations unless patients opt to visit RH surgeries. Reception and phone numbers remain unchanged.

Balmoral Gardens Surgery Benefits:

Some appointments may be at Balmoral Gardens, preferred by some patients for its environment and improved facilities. RH offers more services. Including minor surgery with a strong reputation at Lordswood/Walterslade, so patients would need to travel.

Addressing Location Confusion for Appointments:

Dr. acknowledged errors with patients turning up at the wrong location. System changes now include location details in appointment texts.

Discussion about PPG Contact Details and Media:

Shared email suggested for better administration. PS declined to share his current email but proposed a Google account for joint PPG use. **This topic to be discussed in the new joint PPG meeting in August.** PS remains a patient feedback conduit and will co-chair with the RH PPG chair, staying involved as long as allowed.

Prescription Delays:

A question was raised about delays in receiving medications. Dr. suggested a diagram or process on the website to help patients understand potential delays. Action: **29/2/24/6**

Dr. will determine how this will be done then to post on the website. **To be done after merger is completed to ensure unity and patient clarity.**

Requesting Specific Doctors for Appointments:

Patients can request specific doctors, but same-day appointments are unlikely due to administrative duties.

Action List:

Action No.	Descripton	Who	Date to be done	Status
24/2/2020/1	PS to attend PPG MCCG chairs meeting on 3/3/2020 and report back to next meeting	PS	May 2020	Irrelevant
24/2/2020/2	Consider ways to recruit new members to the Group	All	Next meeting	On going
24/2/2020/3	PPG notice in surgeries	Staff		Done
24/2/2020/4	Information (brief) printed on the blank page of the prescriptions	Staff		Done
24/2/2020/5	Define the PPG's role within the practice	All		On going
24/2/2020/6	Nominate and elect PPG officials	All	End of 2024	On going
6/10/2023/1	Consider ways to recruit new members to the Group by next meeting	All	End Oct 2023	C/forward
6/10/2023/2	to review if information (brief) printed on the blank page of the prescriptions	BD		Done
6/10/2023/3	ascertain and if so action that PS name and contact details are put on website	BD	End Oct 2023	Done
6/10/2023/4	to provide draft of newsletter, ALL: to consider and submit to PS items for newsletter, RE & BD to review drafts and submit amendments accordingly to PS, PS to provide final Draft by end of mid Nov.	All	Mid Nov 2023	Done but never published
6/10/2023/5	PS: proposed after meeting, yet to be approved by group, to provide a draft Terms of Reference for the Group by next meeting.	PS	End of 2023	Done approved by default for this meeting Feb 2024
18/1/24 /1	Provide an abridged copy of the recovery plan to PPG	DC	At least a week before next meeting. By 7/2/2024	Done
18/1/24 /2	Review plan prepare comments	PPG members	By the next meeting	Partical update at this meeting Feb 2024

Record 16th July 2024 of the very last MMG PPG Meeting (PS) Paul Stephens (Chair)

Action No.	Descripton	Who	Date to be done	Status
18/1/24 /3	Produce minutes of meeting	All	Before next meeting in agreed draft	Done approved by default
18/1/24 /4	ANIMA use to be reviewed	Practice	Unspecified at meetings	
18/1/24 /5	Clarify HCA role	Practice	Next meeting Feb 2024	
29/2/24 /1	DC. Offered that at future meetings then Teams could be used to record them as it can generate a text copy of audio. It would be good if we could have a combination of F2F meeting and Teams to allow those that can't travel to attend. This was tentatively agreed. Action; practice to ascertain if possible then set up for next meeting.	DC	?	Not done now irrelevant except for new Joint PPG C/forward
29/2/24 /2	PPG Term of Reference, Minutes for meetings Feb 2020, Oct 2023 and Jan 2024 were all approved without change. Action: Items to be placed on PPG page of website Full names to be replaced by initials before uploading.	Practice	?	Outstanding
29/2/24 /3	Action: Clarity is needed at next meeting giving a breakdown of appointment types; phone, doctor, practitioner, prescription, physio, etc.. Statistical and graphical information by day, week, month would enable patients to understand more!	Practice	?	Outstanding
29/2/24 /4	Action: Clarity is also needed as to these HUB appointments are they recorded in the ANIMA system or elsewhere?	Practice	?	Outstanding
29/2/24 /5	Action: However, staff need to be cognisant of waiting patients at the hatch and provide some kind of acknowledgment - it has been noted on many occasions by patients that when presenting in this way they felt ignored and can become very agitated. This appears to be a staff training issue, can an update be given at next meeting.	Practice	Next meeting	Outstanding

Record 16th July 2024 of the very last MMG PPG Meeting (PS) Paul Stephens (Chair)

Action No.	Descripton	Who	Date to be done	Status
29/2/24 /6	Repeat Prescriptions Action: DC:Policy, process hopefully with flowchart to be included on Website policy page.	DC	?	Outstanding
29/2/24 /7	Recovery plan Action: DC to provide PPG with a more current updated progress report	DC	?	Outstanding
29/2/24 /8	Actions: PS to produce Newsletter with text provided by DC. Timeframe; DC to provide text by weekend. PS to provide draft by Monday Practice to publish soon after approval. With Link on Website.	DC /PS	March	Done
29/2/24 /9	Newsletter Action: PS & practice to distribute to local pharmacies.	PS	March	Done
29/2/24 /10	Action: Next newsletter to include these items. Next meeting - Plan for a followup one in May	?	?	Outstanding but one produced July 2024
29/2/24 /11	DC: Plato, text messaging system cannot be sent to Landlines! Bulk message reject if landline used. Action: Maybe this needs to be reviewed by technical people to derive a solution for those that don't have tech!	?	?	?
29/2/24 /12	Vaccination programme concern. Action: Vaccine Type and eligibility should be on Website and maybe with numbers completed and how to access.	?	?	?
29/2/24 /12	Next meeting - May Action: DC/PS date to be arranged.	?	?	Now irrelevant