

# SYDENHAM HOUSE MEDICAL CENTRE

MILL COURT ASHFORD KENT TN24 8DN

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## **PATIENT PARTICIPATION GROUP** **Sydenham House Medical Centre**

**MINUTES OF PPG MEETING held on Thursday 27 October 2016**  
**Venue:** Sydenham House Medical Centre

**In attendance on behalf of Sydenham House:**

Dr C Chintakuntla, GP; Nick Keyte, Managing Partner. Minutes taken: Theresa Hassell, Secretary.

**In attendance on behalf of Patient Participation Group:**

David C Hooper (Chair), Terry Bush, Helen O'Neill, Su Berry, James King, Heather Slater, George Galdies, Ron Carden, Junetta Whorwell, and guest Sue Whitehead (Kent & Medway Cancer Collaborative).

1. Introductions: The group introduced themselves.
2. Apologies from: Pam Mills, Jackie Morris, Val Stokes, Jan Russell, Mary Banks, Paul Wood, Gerald Kingsford, Felicia Achara, George Gilbert, Brenda Dunn and Judy Blount. DCH reported that Brenda Dunn has now left the PPG group.
3. Minutes of last meeting were agreed.
4. Actions from last meeting:
  - a. Newsletter – discuss later
  - b. Healthy Eating – add to noticeboard – it was reported that there is a notice on this topic on the surgery noticeboard; it was mentioned that it would be good to add this to the electronic display board as well, however the amount of script is very limited for notices on this device.
5. Update on Sydenham House Medical Group:

Nick reported that it was fairly static. The flu campaign had been going well and he conveyed thanks to the PPG for all their help with the flu clinics held on Saturdays. He reported the surgery is having a CQC (Care Quality Commission) inspection on Wednesday 2 November and requested that PPG members attend at midday to meet and speak to the inspectors. It is the first inspection for this surgery, and previous CQC inspections in all our other practices have been rated as good. Discussion was held on these inspections and what they entail. NK gave out comment cards to the PPG members for completion and subsequent submission to the CQC inspectors.

The surgery has had laminated flooring laid as part of the continued flooring programme. JW asked who reacts to the surgery text message questionnaire responses. NK advised that the answers are collated and reviewed at monthly business meetings. He reported that the main criticism is about getting an appointment.

NK told the members that we have 8 Nurse Practitioners training in our surgery and that we may employ 3 of these, as their clinics alleviate patient appointment wait times; he explained the role of the NP within a practice and its merits, and who funds their training.

Su Berry raised the fact that she does not like to tell non-medically trained staff her reason for needing an appointment; this topic was discussed and NK expressed how important it is for reception staff to have a brief reason for your appointment, and covered data confidentiality.

Ron Carden asked if a wheelchair was still needed by the practice and that he would attempt to obtain one from a disbanding service.
6. Presentation from Kent & Medway Cancer Collaborative: Sue Whitehead told the group about her role within the KMCC and the service it provides. It brings together providers of cancer services and the collaborative are looking at patient involvement to help affect a change in cancer services in their area from their experience of cancer, and make a better pathway for cancer patients in future. Discussion was held.

7. Healthwatch Kent Update: JW briefly reported about a training session held for volunteers.
8. Ashford PPG & Ashford South Network Update: DCH briefly discussed these groups.
9. Flu Clinic update: Helen O'Neil reported that the reception area had been full for the clinics and she had observed great team work. She will look at how to improve it, with a volunteer timetable, next year. NK thanked them once again and said this was an example of how help from the PPG was a benefit to the practice. Pam Mills and Jackie Morris also sent their extreme thanks to the volunteers who had helped in the clinics. SB reported that she received 3 text messages re flu jabs and wanted to be excluded from these, NK will investigate this, as patients receive text messages by consent. NK invited the PPG flu clinic coordinator to join the planning team in their meeting next June or July when preparing for the clinics in 2017. NK also mentioned that perhaps the PPG could give voluntary help to the surgery at reception in some form in the future.

**ACTION: NK will investigate re: flu jab text message consent**

10. Sydenham House newsletter: Long discussion was held on the draft newsletter and the items that should be edited, and added to it. NK advised that it can have no clinical advice printed in it at all and to avoid all clinical opinions, including those related to alternative therapies. It must be an information newsletter for our services for those who do not use the website. HON suggested setting up sub groups, as mentioned in the last minutes. Could the newsletter be distributed by receptionists and clinicians to patients? NK advised that Sydenham House had a newsletter in the past and HON requested if an archived copy could be found.

**ACTION: NK to check if we have old newsletter available for current PPG**

11. Proposed Virtual Patient Group: HON reported the virtual group is underway; it has 4+ members so far. Could a notice be added to the electronic display, inviting patients to join the virtual group? HON also needs assistance with arranging administration of this group.

**ACTION: JM to arrange a notice on the electronic display**

12. Questions for the GP: Dr Chintakuntla answered general queries from the group.
13. Appointment system as stated on the website: Terry Bush raised a query about patients being turned away from reception when requesting an appointment, and told to call back later. NK said this was not acceptable and would investigate any incidence of this nature. The appointment system was briefly explained.
14. More PPG participation in the practice: Gardening was raised and NK advised that the practice employs a gardener/landscaper.
15. Any other business: George Galdies praised receptionist Benn Phillips who was a "godsend to the practice". Heather Slater agreed. Concern at the height of the ash tree outside was raised, and NK said it is kept as it is as the tree provides shade to the building. HON raised the suggestion of a vending machine in the patient reception area and NK was in agreement.

**ACTION: DCH and HON to investigate vending machine providers/costs.**

16. Date of next PPG meetings:

**Open Forum for PPG patient members only**: Wednesday 11 January 2017 at 12.00 noon  
**PPG meeting**: Thursday 26 January 2017 at 12.30pm Sydenham House