

**Wye Surgery Patient Participation Group  
Minutes of the Meeting November 26<sup>th</sup> 2019**

**Present**

Chair- Judith Timms  
Vice Chair and Acting Secretary- John Fletcher  
Helen Goodman- Practice Manager  
Terry Donovan  
Pat Fletcher  
Enid Gould  
Rita Hawes  
Marlo Johnston  
Robin Pelham-Reid  
Margaret Rose

**Apologies**

Eileen Burton  
Penny Haynes  
Kim Lowe  
Brian Varney

1)

**Minutes of the Last Meeting**

The minutes of the meeting on 12<sup>th</sup> September were accepted.

2)

**Matters Arising**

**2.1** Dr Fox's private practice: Helen stated the Practice was open and Wye patients could be seen for non NHS matters e.g. medical employment checks. Terry D informed the meeting that significant car parking problems in Dennes Mill Close are occurring as a result of cars that were parked in the Estate agents area are now using Dennes Mill Close. This is not an issue for the PPG.

**2.2** Volunteer driver service: Robin P-R said the service required more drivers and there were some problems with appointments regarding dates and times. Judith said she would include the need for more drivers in the next Parish Magazine article.

**2.3** Flu' clinic: This had run well. There are stocks of vaccine still available at the Surgery.

**2.4** Evening appointments: There are more people taking up evening appointments now, but there are still spare appointments. It has been possible to transfer some of these appointments to an afternoon nurse session as it is more daytime appointments that are needed but these require more staff.

**2.5** Seeds and Soils: Marlo Johnston reported on a book Seeds and Soils which Rosemary Fitzpatrick had asked us to display at the Health Information Day. The group considered that the leaflet on healthy eating which accompanied the book was controversial and should be treated with caution.

**2.6** The Chairman was thanked for her organisation of the successful Health Information Day held at a Wye Village Hall on 25 October.

3)

**Surgery Report**

Helen Goodman reported that Dr Di Biasio retires on 31<sup>st</sup> December and his last working day will be December 17<sup>th</sup>. Dr Jessica Crouch will take over the partnership from January 1<sup>st</sup>. She clarified the situation regarding partners. Four partners, Dr Fox, Dr Di Basio, Dr Miles and Dr Waller( now retired) own the building and from January there will be three practice partners, Dr Fox, Dr Miles and Dr Crouch. A paramedic practitioner has been recruited and will start at the end of December. A new medical administrator is due to begin on Monday December 2<sup>nd</sup>. It has been very difficult getting staff as illustrated by experience in trying to recruit a Practice Nurse where qualified candidates did not want to work fulltime. Helen confirmed that the minor injuries unit is still operative.

4) **Chairmans Report**

The Health Information day on October 25<sup>th</sup> in Wye Village Hall was very successful and had been well attended with 24 different organisations participating. The Chairman has received good feedback from all of the stall holders and has written letters of thanks to all speakers and organisations. She reported that the contribution made by Dr Rashid had been very well received and was considered to have been very helpful in giving a realistic overview of current service delivery. Judith expressed the Groups' appreciation of the contribution of Sarah Warner, a Public Engagement lead from the CCG and a useful contact. There were also presentations from three senior Social Workers from KCC adult social care team who were able to answer individual questions and who helpfully stayed for the whole of the morning session. It was regrettable although understandable because of staff shortages, that there was no one from the Practice. It was felt that the attendance of a doctor at future PPG meetings would help the group to be more effective. There was general agreement that doctors should be invited to PPG meetings including the junior doctors. The Group thought that they could be asked to talk about their previous experience and areas of expertise.

There was debate about the frequency of future PPG meetings (quarterly or more often) and it was decided to defer a decision on this subject until the annual general meeting. John Fletcher reported that donations for coffee and cake were £94.43p.

In the general discussion that followed it was agreed that the numbers attending could have been better. It was pointed out that there were some problems with parking as there were competing events on site. The Group felt that the afternoon was less successful and consideration of future events should include the possibility of starting slightly earlier at 9.30am and finishing at 1pm.

The Group also discussed the new Primary Control Networks (PCN), as discussed by Dr Rashid, in relation to the Practice decision to redefine its boundaries so as to limit the size of the Practice and thereby the number of patients. The Ashford Stour PCN's overall responsibility for all 199,000 patients within its area appears to be in conflict with the move for individual surgeries to reset their boundaries, thus excluding areas of new development. The advantages offered by PCN's will be a wider availability of a full range of health

and social care related services. It is not clear at this point how much interchange of patients there will be within the geographic area of the newly defined PCN.

The Chairman reported that she has paid the £40 annual subscription to the National Association of Patient Participation and John Fletcher was asked to reimburse Judith from the money made from refreshments at the Health Day. It was also agreed that John would look after the money and would keep an account.

There were questions about previous funds held by the Group and John agreed to contact others (John Morris and Penny Haynes) to find out the past history.

5)

**Virtual Group**

The Chairman reported that there had been little activity although there are four new people waiting to join.

6)

**Practice Boundary changes**

It was reported at the last meeting that Jo Shepherd is undertaking a project on this subject for the partner and the group had now had time to consider the map of proposed changes. It was pointed out that under S106 local authorities can be asked to contribute towards new infrastructure developments within the area including health provision which might include new surgeries. The Group gave their general support for the boundary changes suggested by the Practice and it was decided that the Chairman assisted by John F would draft a letter to be sent to the CCG on behalf of the group but would also ask what provision the CCG was planning to make for patients on new developments who fell outside all existing Surgery boundaries.

7)

**Appointment system**

The difficulties of some patients to access GPs was raised. It was agreed that the changing face of general practice is affecting all patients and close relationships with a specific doctor are unlikely to be possible in the future. Helen pointed out that in some respects there is now better contact with GPs and quoted 72 Ask My GP contacts per day Also the number of DNAs has gone down. There are also a number of very good locums used by the surgery. The Group accepted that change is inevitable.

8)

**APPG**

Marlo had nothing to report.

9)

**Our Place Wye**

There was nothing to report

10)

**AOB**

There were no additional items of business.

12)

**Date of next meeting**

January 28<sup>th</sup> 2020 6pm-8pm

Note- the AGM is at the end of March 2020