**Jubilee Medical Group Patient Participation Group Committee**

**Minutes of meeting – 7 September 2023**

**Attendance**

JM, EL, SH, UB, JT, PyC, PC, AC, LB

**Apologies**

JF, JS, VB, KG, VM

**Minutes of last meeting and apologies**

All approved, LB mentioned that VB has stood down as Secretary and asked committee to consider who might take this on. JM said she could help.

**Health and Wellbeing Day**

JT provided a list of all the people who requested a presence, JT will follow up on people who haven’t confirmed

* RNWK Church
* ADSS Church
* Ear Nurse
* Hartley Dentist
* Longfield Poly Clinic
* Autism South East
* Healthwatch Kent
* ICB maybe attending with Bus
* Guides Unit will come – showing active young people activities
* VB to do chair based exercise
* GP practice
* Horticultural society – growing healthy food
* Portabello Eye Care – event sponsors

Tables and chairs are provided, PA system available. Hall booked from 1.15pm. JT asked for all the email addresses of the stall holders. She will send set up information.

Advertising – JT to take posters into Hartley Social Club, Country Club, Poly Clinic, Post Office and general stores

* Libraries – Hartley, Longfield – Helen from Parish Council
* Pharmacists
* Cherry Trees – Perry and Penny
* Posters up in Long Valley Hall – Parish Church
* AC to ask Hartley De’Sales Church, and Hartley Church, All Saints
* Hartley primary/Langafel and Longfield School- AC
* LB to contact Radio Kent
* Railway Tavern – posters
* Costa Coffee
* PC to chat with Go Coach to display a poster

Set up – AC and Wife, JT, DN and practice staff, DrG, LB, JS, VM, EL, JM

Clear up – JT asked about bringing black bin bags and VM to ask about washing up and tea towels

**Patient enquiries**

LB informed people of the public enquiries. PC mentioned one of the public members would be attending a meeting on Monday and he would talk to him then. LB spoke about the enquiries around joining the PPG and that we were currently full, but if a space was free we were looking for representatives from the Longfield area, as currently fairly NAG heavy.

LL suggested reviewing previous PPG surveys for people who asked for information about historical PPG information.

JT asked about criteria for members, so we are representative. All discussed. Agreed applications from people in Longfield, New Barn, Fawkham, Southfleet would be welcome, as would people representing the carer, young people or disabled communities. Would have to consider access for disabled people.

Agreed to add to the newsletter that in the future vacancies will become available, contact us if you’re interested. Newsletter will appear on Practice website.

**Practice update**

Flu jabs begin end of September with Saturday 7th October and 21st October being the Saturday offers. LB asked who can help from the PPG, JM, AC and EL said they could do the 7th and LB, PC, JT can do 21st October. LB to share ask with wider PPG and an opportunity to share the survey.

LB asked for information on number of DNA appointments. JT asked about information that went out on how to cancel – it hasn’t made a difference. PC asked were they appointments selected by patients, or are they because they have got worse and gone elsewhere? SH said it was actually more HCA and Nurse appointments so patients would have chosen those.

JM mentioned that some people arrive late and their appointment is cancelled. Practice said that they can book in on the screen in the waiting room.

PyC, you have to keep telling people, as they often say they haven’t seen information, even if you physically post a leaflet.

EL asked about new doctors. Practice still needing locums, new paramedic has started, now two paramedics Mike and Steve.

UB people need to give the practice enough details on their physical paper, and this means we can provide the right triage decision – a plea to the public to use the system correctly.

PyC – is there a shortage of nurses? Practice said it’s not short but very busy.

PC said his experience of hearing where you are in the queue was helpful. Had a professional and pleasant experience. JM said the young receptionist was lovely.

**AOB**

PyC – reminded committee about a resident who was asking how they can raise issues, without making an official complaint – practice said they can email the email address for the practice.

LB reminded everyone about the need to manage expectations about what people want and what can be done to meet expectations and what was reasonable.

PC asked about involvement and interaction between surgery and One You – Doctors send a link to patients with a text to sign post if it’s something that would benefit a patient.

Meeting ended – next meeting 7th November 6.30pm – venue to be arranged.