

- The Friends did not have a presence at the Staplehurst Safety Event (held in February), where they had intended to provide a table, because the event did not provide public liability insurance cover.
- The results of a recent survey for which the questionnaires had been completed by 231 patients, had been passed to the Centre's management.
- A bench in the car park which had been damaged by a car (the driver had driven off without notifying the Centre) has been repaired by The Mens Shed. The bench, in its new location, now looks better than it has ever looked before.
- The new ABPI equipment (Ankle Brachial Pressure Index) paid for by the Friends, is now in regular use.
- A 'Treasure Hunt' has been planned to raise more money.
- While no dates have been fixed yet, two talks have been planned: Dr Klufio on blood testing and why it is important, and a talk by an optometrist whose subject is age-related macular degeneration (AMD). FYI AMD is a common eye condition and a leading cause of vision loss among people age 50 and older. It causes damage to the macula, a small spot near the centre of the retina and the part of the eye needed for sharp, central vision, which lets us see objects that are straight ahead.

W Kent Clinical Commissioning Group, PPGChairs Meeting – an unwritten report by AW:

The meeting had been held at the Hadlow Manor Hotel on 12th March.

- Park Runs, a popular community keep-fit organisation operating across the UK, had been adopted by some Kent medical practices – with both doctors and patients participating. Elaine commented that Allison & Kevin are able to prescribe attendance at the Weald Sports Centre. She added that a choir which asthma sufferers could join, and walking groups were already in operation.
- It was clear that some small practices were at risk of closure (leading to mergers), while larger practices (with 16,000-21,000 patients) seemed safe. Elaine explained the dangers of sudden local population increases, with which some small practices are not able to cope – because their performance drops below the standards required by the NHS.
- The Marden practice was involved in a 'Social Prescribing Project', the object being to counter 'social isolation'.
- Dr Bob Bowes, Chairman of the West Kent Clinical Commissioning Group outlined the recent change in NHS philosophy – 'Patients' Choice' was out, and that (because there was never enough cash) some services would have to be reduced. IVF and reduced vaccinations were possibilities. He outlined one possible area in which efficiency can be increased: many in the increasingly aging required input from several different disciplines, such as cardiac, ear nose & throat, and oncology. Three is typical, and each patient needs to have their own 'personal' clinician, with the selection based on the individual's particular needs – based on discipline that caters for their overriding health characteristic. This would ensure that their treatment is coordinated, and is the best (and the most efficient) for them. Asked if our Centre was addressing this shift in approach, Elaine answered that the possibility of introducing 'polypharmacy' and 'elderly care physicians'.

Any Other Business:

- The telephone system: Jeanette reported pressing '1' to speak to a receptionist five or six times without success and, eventually being referred to Horsemonden Dermatology Clinic..... Elaine believes that with the new system, which will have a 'no appointments available

today' feature will break the queue overload, and enable urgent cases to get through to reception.

- AW outlined some of the responses to an invitation to this PPG Meeting on the Help Staplehurst 'Facebook' page. Apart from some compliments, there had been three issues.
 1. An attempt to join the practice on-line had drawn a blank
 2. A question about the security of the personal info required to order a repeat prescription via email. Elaine confirmed that the need for such information was necessary to prove/confirm the patient's identity.
 3. More serious (and AW had had a similar but less serious experience – it was manageable during the appointment, so no time was lost) – there had been an administrative oversight prior to a patient arriving at Benenden for an interview. A scan had not been arranged, the results of which were to have been discussed – wasting both Benenden's resources and the patient's time, as well as delaying any necessary treatment.
- Robin Kenworthy reported that concerns about the state of our village's pavements had escalated and were now logged on the Parish Council's Agenda.

Date of Next Meeting:

The next meeting will be held on Wednesday 10th July at 7.15pm in the Health Centre.