#### MINUTES OF STAPLEHURST PPG MEETING

Held on Wednesday, 22<sup>nd</sup> January 2020 In the Staplehurst Health Centre

**Present:** Andrew Watson Chair & Acting Secretary

Elaine Handover Practice Manager

And 11 further members

Apologies: Robin Oakley, Andrew Wilson, Mary Shaw, Rory Silkin, and Cllr Helen Miller

**Minutes of the last PPG Meeting:** The minutes of the previous meeting held on 9<sup>th</sup> October 2019 were agreed as being accurate.

# **Matters Arising:**

- 1. The question 'has there been any return of the extreme level of abuse?' which, at the last meeting was reported to have been eliminated by 'management' of the offenders. Elaine confirmed that there had been no further outbreaks.
- 2. There has been no success in the recruitment of the two doctors required. Elaine explained that, while the three-month locum contracts had now expired, adequate bookings had been made with locums for the coming months.
- 3. The SPPG shared a table with the Emergency Help Team at the Parish 125<sup>th</sup> Anniversary event in the Village Centre on Saturday 26<sup>th</sup> October, manned by AW.

### **Health Centre News - Elaine Handover:**

- Insufficient use was made of the attendance by the physio on Saturdays, so this Saturday service has been discontinued. Patients needing a Saturday appointment with a physio can make use of other surgeries in the surrounding area, some of which offer this service.
- Assistant nurse Tracey has re-joined the practice on 7<sup>th</sup> January.
- Along with the two replacement doctors, an advanced nurse practitioner (ANP) is also being advertised for.
- There is a possibility of the recruitment of a para medic for triage purposes and the provision of 'on the day' medication.
- Network news: the Staplehurst hub is continuing to function well by comparison, there are some other groups in the Weald which are failing to operate so successfully.

## Friends News – in his absence AW read out Robin Oakley's typed report:

- The Friends have published their 50<sup>th</sup> newsletter (Robin and the Friends were congratulated on this achievement). This, together with the next three newsletters will be sponsored by the Staplehurst Community Events Group.
- The 51<sup>st</sup> newsletter will be published during the last week of February and will be distributed with the Parish Council's Village Update Spring Edition.
- A Health Information Evening held on 15<sup>th</sup> January was well supported with 29 people attending. The speaker was Mary Shaw, a partner with Warners Solicitors of Tonbridge. Her subject was 'Lasting Powers of Attorney' and her presentation was well received.
- The next Health Information Evening will be on Wednesday, 12<sup>th</sup> February when local first aider Paul Brooker will show us how to use an Automatic External Defibrillator. If you don't

feel confident to use a defibrillator when a person stops breathing, this will be a good opportunity to see how it is done, gain some knowledge and give yourself a bit more confidence.

- Donations for the purchase of two Otoscopes have been received from David Wilson Homes, the Dickens Gate developers, and from the Community Events Group.
- The Friends assisted with the check-in process for flu vaccinations and took the opportunity to sell the Friends Christmas Draw tickets. As usual this was well supported and very successful with 24 prizes in the draw and the nett profit from this draw will be used to purchase some more cardiac diagnostic equipment for nurses to use.

**Staplehurst Safety Event:** A table has been booked (to be shared with the Emergency Help Team) to promote interest and awareness in the PPG. The event will be held in the Village Centre (now the Community Centre) at between 10.00am and 16.00pm on Saturday 18<sup>th</sup> April. While Andrew will be manning the table throughout, any support in promoting the PPG would be welcomed – Note: unlike last year, contributors to the event will be insured through arrangements made by the organisers.

## **Any Other Business:**

- The availability of the Internet-Appointments service has been intermittent. This is because
  of the transition to the Health and Social Care Network (HSCN managed by the Care
  Commissioning Group) the speed of which causes interruptions in the data transfer. It
  shows a [SERVICE NOT AVAILABLE] message. It is hoped that the shift to Fibre Optic
  Broadband on 17<sup>th</sup> April will solve the problem.
- Meanwhile the 'GP App' is working successfully
- The on-line prescription system is very successful and is being used increasingly it is now
  used for 70% of all prescriptions. There was some scepticism about this figure reaching
  100% by April.
- Puddles (inadequate drainage) are freezing in the car park, which can be a safety hazard. Salt is used when necessary.
- It was asked if the new system is working in which pharmacists have to be 'Level 1' particularly for babies and the 'under twos', who might need to be seen in a hospital in an hour.
- Elaine explained that because of the continual need to employ locums at high cost, there is no budget remaining for essential improvements which might otherwise have been paid for with allowances through local building developments. Unfortunately, while this source of funding is available, it can only be used to cover 75% of the cost, the remainder to be for the practice's account and with the locums exhausting all the practice's available funds, it can't afford the necessary 25%. Therefore the development cannot proceed.
- The meeting was informed that, because of the security constraints on NHS email system, Benenden are unable to open NHS emails. This means that the surgery has no option but to ask Benenden members to deliver their referral letters to Benenden themselves.
- The possibility of a patient-operated diagnostic system in the surgery prompted a suggestion that Skype could be introduced to avoid visits to the surgery for GP appointments.

The meeting closed at about 8.15pm

**Date of Next Meeting:** The next meeting will be held on Wednesday 22<sup>nd</sup> April at 7.15pm in the Health Centre.