



KINGSMEAD HEALTHCARE
PATIENT PARTICIPATION GROUP
Agenda & Minutes 19 June 2024 @ 13:00

Agenda

1. Present & Apologies For Absence
2. Minutes of the Last Meeting & Matters Arising
3. Updates on Ongoing Work Strands
4. New Work Strands – Patient Driven Initiatives
5. Patient Suggestions
6. News from the Practice
 - City & Hackney Practice Network
 - City & Hackney CCG & GP Confederation
 - Department of Health & NHS England
7. Out of Hours Service
8. Staff Updates
9. Pharmacy Updates
10. Any Other Business
11. Date of Next Meeting

Minutes

1. **Present:** DS / MGM / BM / SK / SH

Apologies for Absence: CM – On holiday. DYH – Not on duty.

MGM Chair - welcomed all members of the Kingsmead PPG Meeting.

Minutes of the Last Meeting & Matters Arising

The minutes of the last meeting were agreed and signed off by the chairman. MGM reported on her and DS' attendance to the community meeting to discuss the possibility of a community-based garden project at the rear of the surgery. The meeting was chaired by DYH, with representatives of the Hackney Buzz Line present, along with the garden designer. The meeting was quickly hijacked by certain members of the community who had no interest in the success of the proposed scheme as a community-funded project. MGM and DS were heckled and abused and had to leave the meeting. The Practice therefore withdrew from the scheme and decided to steam ahead with the project with its own funding.

The small garden will be developed under the auspices of The Hackney Buzz Line, which is a social organisation, is responsible for creating a flower-rich green corridor that links four parks they seek to support, conserve and boost local bee and butterfly populations. It aims to improve green infrastructure on social housing estates, enhancing residents' quality of life and well-being. It creates opportunities for recreation, relaxation, and community interaction, fostering a stronger sense of neighbourhood belonging and pride. The planting in the garden, therefore, will be to help attract such insects. <https://www.ecoactive.org.uk/hackney-buzzline>

2. Updates on Ongoing Work Strands

We are awaiting Eco Active (<https://www.ecoactive.org.uk/>) and the new postcode gardener, Rachel, to revert back on costing for the garden space. We are still waiting for clearance works to take place.

All were shown the design for the garden space, and all agreed it was a wonderful design which will brighten up the space.

3. New Work Strands – Patient Driven Initiatives

The process of choosing a name for the garden space was initiated, for which the members present showed abundant enthusiasm. However, the name was still a matter for discussion as the garden is in honour of Carol, but it is also for those we have lost in the local community, many of them being patients at the Practice.

How can the PPG help Kingsmead with this? Several ideas were discussed. DYH mentioned that his contacts have been looking into this further and momentum is starting to grow to make this happen by Spring next year.

Murals were discussed as a possibility, and DYH had arranged for Sanctuary to come in and have a look at the wall space in the garden to see if the space could be approved to have the mural painted.

4. Patient Suggestions

New website should have a dedicated PPG page.

Members were advised that suggestions on new content would be welcome but the layout and much of the mandatory content is prescribed by the NHS as a way of making surgery websites uniform and easily navigable.

5. News from the Practice

CCTV – Following CM suggestion of front aspect CCTV, this work has been carried out and operational.

6. Out of Hours Service

Nil to report

7. Staff Updates

MG left the Practice team.

8. Pharmacy Updates

Nil to report

9. Any Other Business

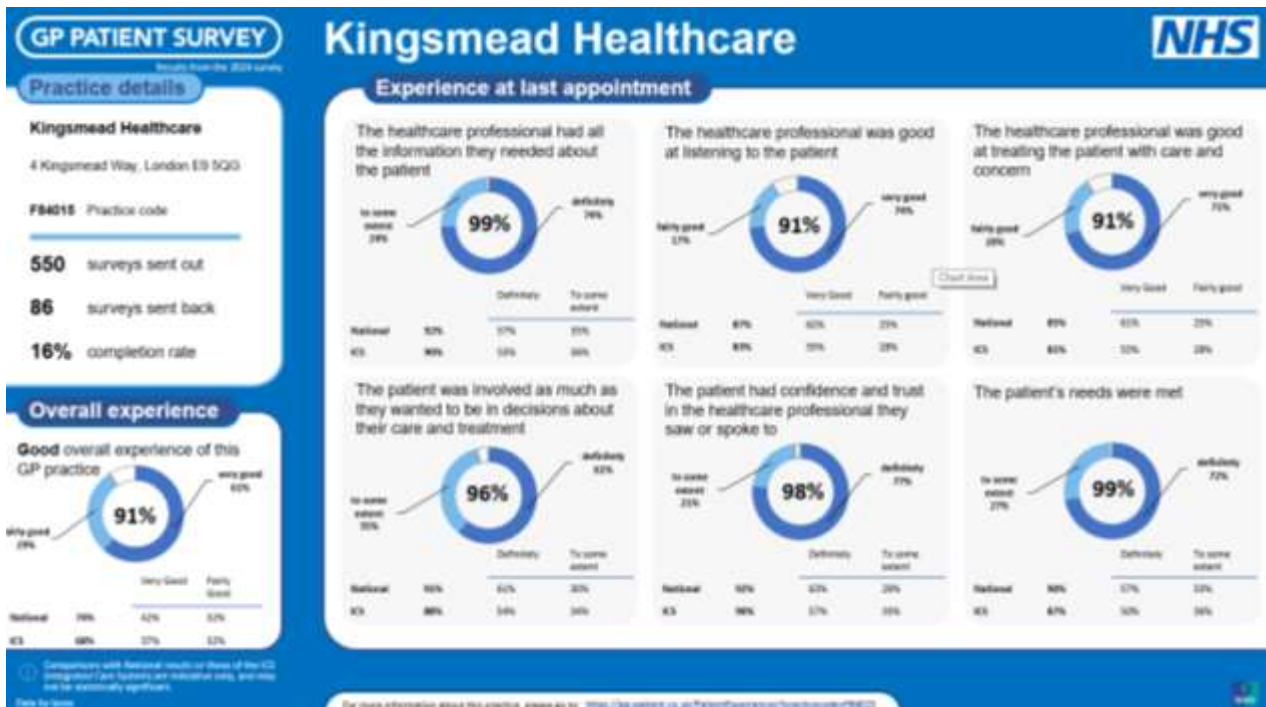
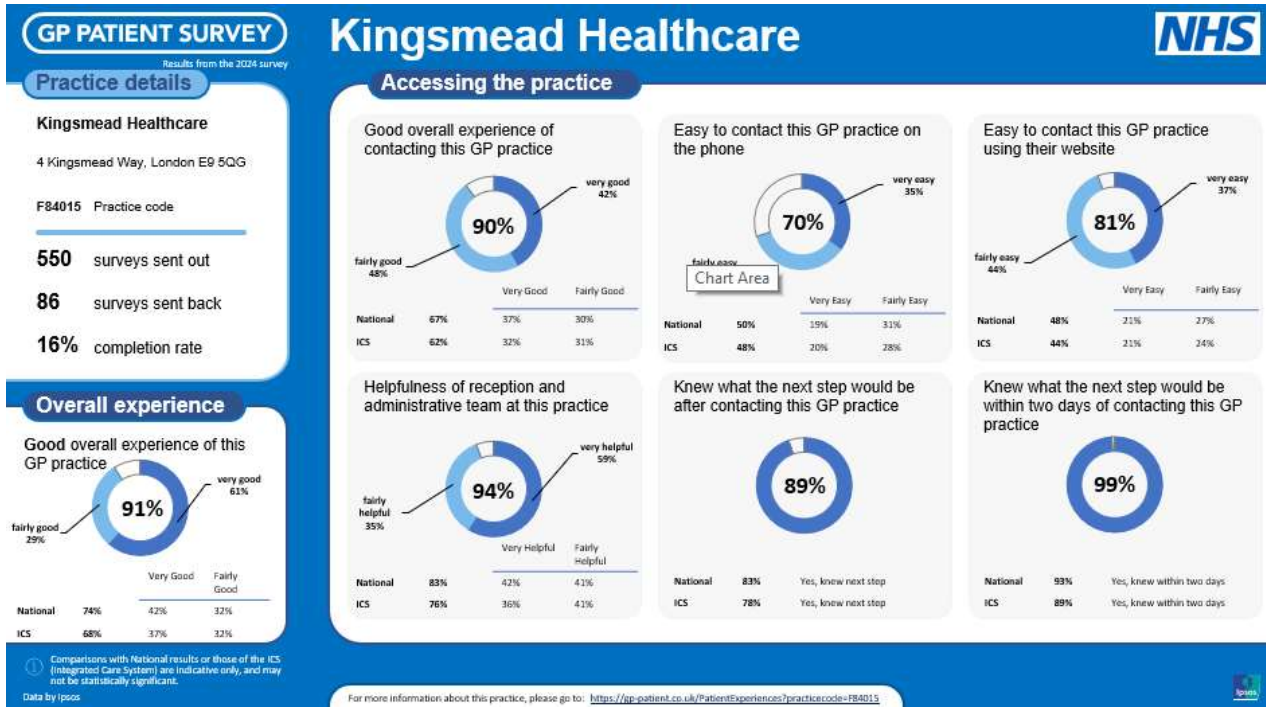
Following discussions with the PPG, an agenda of work was finalised at the meeting.

The national patient Satisfaction Survey results showed a solid ongoing performance by the Practice team as perceived by its patients. Completion rates tend to be low for

all Practices – 550 were sent out by the GP Patient Survey team and 86 were returned.

The detailed results of the survey can be accessed via this link:

<https://www.gp-patient.co.uk/PatientExperiences?w=1&practicecode=F84015>



10. Date of Next Meeting

10 September 2024

PPG AGENDA 2024-25
Kingsmead Healthcare

1. National Association for Patient Participation **ONGOING**
<https://napp.org.uk>
All PPG members should visit this website before our quarterly meetings to help create and develop an agenda of work going forwards.
This link should also be made available to all patients via the PPG page of the Practice website
2. Patient Survey results Feb-March 2024:P computation of results and any actions / recommendations to follow-up – **DISCUSSED 19.06.2024**
3. Naming of Garden: timeline - **ONGOING**
Discussion on opening days of the year, which activities
4. PPG dedicated noticeboard.? best location – **TO BE DECIDED**
5. How to advertise for work experience for those wishing to take up a career in medicine? Website? Poster on noticeboard? **ONGOING**
6. A dedicated newsletter page on the website the link for which should be sent once a quarter. Is there a 'Latest News' page on the website? **UNDER DISCUSSION / DONE**
7. Face-to-face patient survey by PPG members (no staff members) of 20 patients of different age groups from a questionnaire as part of new demand-access programme **DONE BY CW & BM March 2024**
8. Development of the range of Practice services: Recent introduction of 'Healthier Together Hackney' and proposed introduction of a 'community clinic'. What else? More community clinics / services if space allows. **ONGOING**
9. Raise the profile of Kingsmead and Kingsmead patients by publishing interviews of any 'famous' residents / patients.? Suggestion of names? **ONGOING**
10. What can PPG do for carers at the Practice? Carer's package? **ONGOING**
11. How can the PPG help the Practice in being designated a 'Dementia Friendly Practice'? **ONGOING**
12. How can the Practice reduce its carbon footprint in 2023-24? Can there be a plan in place for future years? Plan proposed via the NHS and Practices have to sign up and complete toolkit by end of the year - **ONGOING**
13. Increase the uptake of NHS health checks, national screening programmes and child vaccinations through persistent advertising and calls from Practice staff - **ONGOING**
14. GPIIP – General Practice Improvement Programme for managing demand and access: PPG briefing at every meeting. COMPLETED 18.03.2024. Meeting briefed on how the GPIIP programme uses demand and capacity data in conjunction with appointment data analysed through a programme called APEX Edenbridge and EMIS

Workload tool to improve access with better dealing with patient requests for access at the first point of contact, including tools such as signposting. **DONE 19.06.2024**

15. Cancer patient packs to have PPG approval. **Approved. Cancer package being sent to all patients diagnosed with cancer.**

16. Dates of the quarterly meetings

10.09.2024

11.12.2024

12.03.2025