

Kingsmead Healthcare



KINGSMEAD HEALTHCARE PATIENT PARTICIPATION GROUP Agenda & Minutes 11 September 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 / CM / BM / SK / SH

Apologies for Absence:

DS Chaired the meeting.

The chairperson welcomed all members of the Kingsmead PPG Meeting.

2. **Minutes of the Last Meeting & Matters Arising**

The minutes of the last meeting were approved and sign off by the chair. There were no matters arising.

3. **Updates on Ongoing Work Strands**

CCTV system – we now have a front aspect camera for the surgery, following feedback from PPG in terms of safety for staff and patients.

4. **New Work Strands – Patient Driven Initiatives**

Update on the surgery Garden:

Work has commenced in transforming the back garden on site. As part of our requirement to show working towards sustainability, we have managed to arrange for all the slabs to be re-used and re-purposed around Hackney through Eco-Active. The garden design has been accepted by the partnership and the firm `Grown N22` has

been appointed to carry out the task of clearing the garden and putting in the place the 'hard structure'.

5. Patient Suggestions

BM suggested that the garden could have some vegetable plants growing in pots on the hard standing and also felt that the hard standing could be utilised in a much more integral way. It is an area that should not be overlooked even if it was not incorporated in the original design. DS / MGM to liaise with Luke Newcombe and Gerry Tissier about possible ideas for use in this area once the garden design has been completed.

6. Out of Hours Service

Nil to report

7. Staff Updates

Ikran Muallim, Locum Receptionist, has been hired as a replacement for MG.

8. Pharmacy Updates

Nil to report

9. Any Other Business

No members had any items for discussion.

10. Date of Next Meeting

11 December 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 a 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. **DONE**. Cancer package being sent to all patients diagnosed with cancer.

16. Dates of the quarterly meetings

11.12.2024

12.03.2025