

Kingsmead Healthcare



KINGSMEAD HEALTHCARE PATIENT PARTICIPATION GROUP Agenda & Minutes 11 December 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 Chair for today's meeting

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

The chairperson welcomed all members of the Kingsmead PPG Meeting. 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**

Updated service at the practice – Better Together. Ragini has taken over from DYH and the long term aims of these groups is dependent on engaging more patients to join these groups on an ongoing basis.

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

Update on Carol's Garden:

Much work has taken place on site, with Luke Newcombe getting the space transformed. It will, once finished, be a part of the Hackney Buzzline under the honorary supervision of Gerry Tissier of Eco Active.

Murals were discussed again, but as DYH has now left and had arranged for Sanctuary to look at the wall space in the garden, we are currently uncertain as to whether the space was approved by Sanctuary to go ahead with the mural painting. All parties agreed that this is something we can discuss at a later point once the garden works have progressed.

5. Patient Suggestions

BM and SK suggested that PPG meetings should take place bi-annually instead of every quarter. This is purely due to time constraints from all parties. DS / MGM to explore the possibility of this happening and revert back.

However, NHS guidance recommends that matters are progressed better and monitored, along with new suggestions and ideas if managed on a quarterly basis.

6. News from the Practice

The AccuRx system for text messaging to patients is currently being reviewed in terms of being financially viable for the surgery to use going forward. We will make a formal announcement once the surgery has made a decision on this front. The surgery also has an alternative messaging platform called iPlato, which can be better used.

7. Out of Hours Service

Nil to report

8. Staff Updates

Jessica Byrne, ARRS Social Prescriber has joined the Practice team.

Faris Farid, MacMillan Social Prescriber.

Theo Milner (New Starter) will be doing reception/admin work until end April 2025.

9. Pharmacy Updates

Nil to report other than some recent staff changes.

10. Any Other Business

DS suggested additional recruitment from the patient diaspora. BM said that she tries to do this all the time, but trying to get people who can spare the time is difficult. At this time, the list is full but fresh faces are always welcome to attend meetings and share their ideas.

Caucasian – 3	SK, SH, SJ
Afro-Caribbean – 2	FOA, Vacancy
Turkish – 1	CM (Chair)
Asian – 2	BM, SM
Practice Team	DS, MM

Christmas / New Year Greetings to all patients from PPG

Opening hours Christmas / New Year will be advertised by poster on all surgery doors.

How to advertise for work experience for those wishing to take up a career in medicine? Website? Poster on noticeboard?

DS informed the meeting that every year, potential candidates approach the surgery for a two-week stint on advice from their A level tutors. Additionally, there are trainee pharmacists who need to do 90 hours of training as part of their qualification. As the Practice receives them 3-4x a year, the numbers can be sufficiently managed. Any more would potentially put a strain on the clinical team. In essence, the Practice will not advertise this opportunity as a service but nevertheless provide the chance to all those who wish to obtain clinical exposure through General Practice.

Increase the uptake of NHS health checks, national screening programmes and child vaccinations through persistent advertising and calls from Practice staff?

DS advised the members that the Practice was more than meeting its annual quota of NHS health checks. It was also doing well in the cervical cytology national screening programme but uptake could be much better with bowel cancer screening and child vaccinations. The uptake on both has been poor since for child immunisations, more and more parents of various ethnicities (mainly Caribbean and Middle Eastern at the Practice) are refusing them despite direct intervention and support from nurses and GPs.

The local health economy has decided to invest in increasing the uptake of bowel cancer screening by appointing teams which will work from various surgeries to contact patients whose screening is still due.

11. Date of Next Meeting

12 March 2025

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 & CLOSED 19.06.2024**
3. Naming of Garden: timeline – **TO BE DECIDED**
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? **DISCUSSED & CLOSED 11.12.2024**
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 19.06.2024**
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* **UNDER DISCUSSION**
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 - **DISCUSSED & CLOSED 11.12.2024**
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
12.03.2025