HIGHPARKS MEDICAL PRACTICE
MINUTES OF THE ANNUAL GENERAL MEETING OF THE PATIENT GROUP

Date: 16th April 2026
Time: 1.30pm
Place: Emmanuel Centre, Cliffe Woods

Present

Name	Role
Dave Bowen	PPG Chair
Claire Butler	Practice Co-ordinator
Marilyn Campbell	Lead Nurse
Barbara Cummins	PPG
Jerry Doyle	PPG
Jenny Dunster	PPG Secretary
Jill Fanner	PPG Deputy Chair
Dr Asser Ghozlan	GP Partner
Sue McDermid	PPG
Jess O'Nions	Practice Manager
Shivani Patel	Deputy Practice Manager

The meeting was quorate.

Dave welcomed everyone and opened the meeting at 1.35pm.

	Item	Action
1.	**Apologies for Absence** Received and accepted from: Christine Cavender, Nikki Fox and Kath Gilbert	
2.	**Notification of Any Other Business** None	
3.	**Declarations of Conflict of Interest** None declared	
4.	**Membership of the Patient Group** • No change	
5.	**Minutes of the Meeting of 22nd January 2025** Minutes had previously been agreed as an accurate record by the Chair and the Practice Manager and published on the practice's website.	
6.	**Matters Arising and Action Points** Video link provision is in place for patients who require it. All other actions had been completed or were on the agenda.	

7.	**Chair's Report** Dave thanked those who had set-up and attended the very successful Drop-In and added that Nikki (Social Prescriber) is a great asset to the practice.	
8.	**Report from the Practice** Members had received the 3-monthly report and Jess drew attention to the following points: *Higham Surgery* *CONFIDENTIAL MINUTES* *Staffing - Recruitment and Vacancies* • No major changes of staff. Overall, staffing is very stable. • 2 staff currently on maternity leave but Dr Hong is due back in 3 weeks, the other member of staff is due back in the summer. • New clinical paramedic has settled in well and is doing home visits as well as appointments in clinic. • The mental health/dementia nurse has been provided by MCH as an interim but it's not known when she will be replaced. *Impact of Resident Doctors strikes, 7-13 April* • The action delayed by one week the start of clinics for the Foundation Year 2 doctors (April – August) who will start seeing patients on Monday 20th April. *Appointments* There is now a new NHS data system in place and the Nov and Dec data is unavailable. It was noted that Highparks had averages of: • 142 appointments per 1000 patients per week in January; • 146 appointments per 1000 patients per week in February; • 138 appointments per 1000 patients per week in March. These exceed the government recommendation of 72 patient appointments per 1000 patients per week. Q: Re online direct booking, what can be booked? A: Blood tests, diabetes reviews, smear tests, respiratory reviews and ECGs. GP appointments are not bookable online. As no appointments can be allocated by phone, Care Navigators (Receptionists) will complete an eLite for the patient. Q: If a patient cancels a GP call, will the GP pick up the cancellation? A: It depends on timings and it's possible that the GP will still call, but it would be unusual. Q: NHS app shows some observations re patient's personal conduct. Is this normal? A: It depends on circumstances and the patient's condition. If the appointment was with a GP Registrar or Physician's Associate, such comments are encouraged.	

	eConsult Q: Is eConsult open for all of the practice's open hours? A: Yes Q: There was an occasion when eConsult wasn't available, why? A: There have been several IT outages so this could have been the cause. Q: A patient received a questionnaire following an eConsult. Where did this originate? A: It's a generic form from eConsult and the practice receives a monthly report. Q: Have the longer open hours made work flow more easily? A: Yes. The Care Navigators are finding that the triage system is enabling appointments to be allocated according to clinical need. Q: If a patient is expecting a call following an eConsult and misses picking up the call the first time, will they be called again? A: Yes, the patient will get a total of 3 calls and/or a text message. Q: Should a patient be asked to ring again after 4pm? A: No, from October 2025, Care Navigators are not allowed to advise patients who were unable to get an appointment on the day, to try again. All contacts must have an outcome, are recorded and audited. *Did Not Attends (DNAs)* – data includes all GP, nurse, blood and vaccine appointments: • Jan - 416 • Feb - 369 • Mar - 451 (Oct - 118, Nov – 65, Dec – 113) DNAs run at approximately 3% across all 4 sites. DNA distribution across each site for face-to-face appointments: Cliffe – Jan 5, Feb 5, Mar 5 Cliffe Woods – Jan 42 , Feb 24, Mar 29 Higham – Jan 4, Feb 1, Mar 3 Wainscott – Jan 33, Feb 15, Mar 23 *Vaccinations programme* The practice will not be vaccinating eligible patients for the Spring Covid Booster programme this year. This was driven by the PCN – if more than one practice in the PCN group (Highparks, The Elms and Thorndike) had offered to vaccinate, they could have gone ahead as normal but, if only one practice agreed to vaccinate, then they would have to vaccinate all care home patients in all three practices. This was impractical. Patients eligible for vaccination will be contacted directly by the NHS and instructed how to get a vaccine. *Complaints* Jan – Mar 2026 • Total number = 37	

	• Upheld = 13 • Not Upheld = 18 • Partially Upheld = 6 NB all calls are recorded so complaints can be investigated. Most common complaints: Appointments – 11 Communications - 9 Annual data, April 2025 to March 2026: • Total of 79 complaints • Most complaints came from the patient/parent/guardian; only one complaint was from a carer. • Total annual complaints are consistently reducing. Q: Is the practice able to ask Lawsat Pharmacy in Cliffe Woods to provide a handrail to support patients as they walk up the ramp to the door? A: This was mentioned at the pre-meeting (Jess, Dave and Jenny) so Jess had already emailed the pharmacy but has received no reply to date. Q: Once Higham surgery has closed will there be problems for patients in accessing community care as they live under Gravesham Council but will be registered in Medway? A: This has always been a problem. MPs and the ICB have been involved over the years but there has been no progress.	
9.	**Memory Café 11th June, 1-3pm** • To be discussed at a planning meeting, subject to hall availability. Jenny to check. • It is hoped that Dr Ghozlan, Nikki Cardwell (Social Prescriber) and Judith Mushonga (Mental Health/Dementia nurse) can attend. Jess will invite them. • About 100 patients are on the practice's dementia register; an invitation letter and 2 reminder texts are sent to them all, ahead of all the Memory Café events. • The practice is happy to part-fund the events: Dave will open a separate account so cheques can be paid in. • Barbara has already cointacted Carers First to provide a speaker but has had no response to date.	**Jenny** **Jess** **Dave**
10.	**Memory Café Drop-In, 11th March** Another successful event but there is still patient confusion about being able to drop-in at any time.	**Jenny**
11.	**Charity Walk** • To be discussed at the planning meeting mentioned in Item 9. Jerry shared the following information: • Raising funds for Alzheimer's and Dementia Support Service (ADSS), Kent and Medway's Dementia charity. • 2nd August, 12 noon start	

	• Two routes, one is about 3.3 miles, the other is about 2 miles and suitable for wheelchairs and buggies etc. • Starting and finishing at Cliffe Woods Primary School No pets allowed on school premises. Jerry has signed all the necessary paperwork for the school eg Risk Assessment etc. • Free entry to the walk, all welcome, donations will be collected. • Sponsorship? • Jerry is hoping to make it a family event with stalls. He is currently in contact with the school caretaker who runs a burger stall and also the Secretary of the PTA who can give a list of stall holders who have been used at school events. He is also investigationg getting St John Ambulance to attend. • Jenny is drafting a flier which can be also used as a poster. *(Dr Ghozlan left the meeting)* • JustGiving donations? Perhaps a QR code could be added to the fliers/poster? Dave will investigate. • Invite local press? • Fire engine?	**Dave**
11.	**Any Other Business** Members agreed to hold a planning meeting as soon as possible to plan the next Memory Café (11th June), the Patient Group's presence at the Cliffe Woods Summer Fete (20th June) and the walk (2nd August). Jerry to ask Julia Lambert (ADSS Dementia Co-ordinator) to attend so the meeting date and time will depend on her availability. Once this is known, Jenny will check hall availability.	**Jenny**
12.	**Confidentiality** Identified	
13.	**Date of next Meeting (at the Emmanuel Centre)** Thursday 16th July, 1.30pm, PG meeting	

Dave thanked everyone for their attendance and closed the meeting at 3.40pm.

Signed …….

Date……