

## HIGH PARKS MEDICAL PRACTICE MINUTES OF A MEETING OF THE PATIENT GROUP

**Date:** 18<sup>th</sup> January 2024

**Time:** 1.30pm

**Place:** Emmanuel Centre, Cliffe Woods

**Present:**

Dave Bowen	Chair
Claire Butler	Practice Co-ordinator
Christian Caruana	Social Prescriber
Christine Cavender	
Jess Cross	Practice Manager
Jerry Doyle	
Lynn Dunham	PCN Assistant Manager
Jenny Dunster	Secretary
Jill Fanner	
Sandra Fenney	
Shannon Firth	PCN Administration Assistant
Dr Asser Ghozlan	GP Partner
Kathy Johnson.	
Heidi O'Neill	PCN Manager
Shivani Patel	Deputy Practice Manager

The meeting was quorate.

Dave B welcomed everyone and opened the meeting at 1.43pm.

	Item	Action
1.	<b>Apologies for Absence</b> Received and accepted from Kath Gilbert and David Townsend.	
2.	<b>Notification of Any Other Business</b> <ul style="list-style-type: none"> <li>• Terms of Reference need to be reviewed, March 2024</li> <li>• Minutes of last meeting not on website</li> </ul>	<b>Jenny Jess</b>
3.	<b>Declarations of Conflict of Interest</b> None declared	
4.	<b>Membership of the Patient Group (PG)</b> <ul style="list-style-type: none"> <li>• Dave B thanked members for electing him Chair at the last meeting.</li> <li>• Members noted the sad passing of Mike Cavender who had been an active member of the Higham and Cliffe Patient Group which subsequently amalgamated with Cliffe Woods and Wainscott.</li> </ul>	
5.	<b>Minutes of Meeting of 19<sup>th</sup> October 2023</b> Main and Confidential minutes had previously been agreed as accurate records by the Chair and the Practice Manager.	

6.	<p><b>Matters Arising and Action Points</b></p> <ul style="list-style-type: none"> <li>Sharps disposal – there has been a change in the protocol so the practice cannot accept them.</li> </ul> <p>All other actions had been completed or were on the agenda.</p> <ul style="list-style-type: none"> <li>Sandra will ask Sue if the main minutes are now being published by the Parish Council.</li> </ul>	<b>Sandra</b>
7.	<p><b>Chair's Report</b></p> <p>Dave thanked Jerry for chairing the group for the last two years.</p>	
8.	<p><b>Report from the Practice</b></p> <p>Members had received the report prior to the meeting.</p> <p>Jess drew attention to the following points:</p> <ul style="list-style-type: none"> <li>The practice has struggled for the last 6 weeks due to staff sickness and other extenuating circumstances;</li> <li>Average of 8 Junior Doctors in place so their recent strikes have had an impact on the practice.</li> <li>The normal rotation of students continues;</li> <li>Urine tests – the current and correct protocol has resulted in demand smoothing out;</li> <li>DNAs – no significant change in numbers; missed telephone contacts are not included in the numbers of DNA appointments shared;</li> <li>Appointments – nationally there is up to a 40% increase in demand for appointments since numbers seen prior to the pandemic but no extra funding has been made available.</li> </ul> <p>Q: Is any data available to demonstrate that to the community? A: Jess to investigate.</p> <ul style="list-style-type: none"> <li>New phone system – very positive results so far, no complaints received re phone to date. The system is constantly monitored by staff. Callback rings the patient 2/3 times. If 25 calls are in the queue, patients cannot be added until there is free space.</li> <li>Social prescriber, Christian Caruana (PCN based), explained his role to the meeting – not a medical role but supports adult patients who have issues that impact on their health eg children with issues, housing, debt, social care, isolation etc. Patients can be referred by a GP or through Reception at the patient's request. A PA attends community support meetings (eg HooCares), coffee mornings, does home visits etc and can signpost patients to further support. Every practice should have at least one Social Prescriber, Highparks has two.</li> </ul> <p>It was agreed that a statement about the role of Social Prescribers should be put on the website and social media.</p> <p>It was agreed that posters communicating this service should be posted widely eg libraries and village noticeboards.</p> <p><i>Christian left the meeting</i></p> <p><b>CONFIDENTIAL MINUTES</b></p> <ul style="list-style-type: none"> <li>Jess will send out a list of services which the practice provides.</li> </ul>	<p><b>Jess</b></p> <p><b>Dave B Practice</b></p> <p><b>Practice</b></p> <p><b>Jess</b></p>

	<p><b>Futureproofing</b>  Caroline (Business Manager) gave members an update:</p> <ul style="list-style-type: none"> <li>• ‘The cost-of-living crisis, the rise in the national living wage and other financial factors, including the fact that general practice is funded per patient regardless of the number of sites it has, mean that we are experiencing financial difficulties.</li> </ul> <p>For us to continue to run high-quality patient services, we have begun discussions with NHS Kent and Medway Integrated Care Board to look at all possible options available to us to secure the long-term future of the practice.’</p>	
9.	<p><b>Memory Café</b></p> <ul style="list-style-type: none"> <li>• The practice is keen to continue these events and is willing to look at organising them themselves with the support of the Patient Group.</li> <li>• The practice will look into possible funding for future events.</li> <li>• It was agreed to hold a members meeting before the next main meeting to discuss future events. Once the date is set, the practice will be notified in case any member of staff is free to attend.</li> </ul>	<p><b>Practice Practice Dave B</b></p>
10.	<p><b>Any Other Business</b>  Covered in item 2</p>	
11.	<p><b>Confidentiality</b>  Items were identified.</p>	
12.	<p><b>Dates of Meetings</b>, all Thursdays at 1.30pm at the Emmanuel Centre  25th April  25th July  24th October (AGM)  (Proposed dates are subject to change)</p>	

Dave thanked everyone for their attendance and closed the meeting at 3.14pm.

Signed .....

Date.....