



**MINUTES OF STAPLEHURST PPG
ANNUAL GENERAL MEETING
held on Wednesday, 24th October 2018,
in Staplehurst Health Centre**

Present: Mary Shaw Chair
Alaine Summers Secretary
Elaine Handover Practice Manager
and 15 further members of the PPG

Welcome:

Mary Shaw welcomed everyone to the meeting and introduced herself, Alaine Summers, Elaine Handover, Michelle Howley (assistant practice manager) and Tasmeyah Uddin (medical secretary).

Apologies: Martin Taylor, Andrew Wilson and Robin Kenworthy.

Minutes of the last PPG meeting:

The minutes of the last meeting held on 25th April 2018 were agreed as accurate. Mary explained that the meeting due to be held on 11th July had been cancelled.

Matters Arising:

There were no matters arising.

Minutes of the last PPG Annual General Meeting:

The minutes of the AGM held on 25th October 2017 were agreed as accurate.

Matters Arising:

There were no matters arising.

Chair's Annual Report:

Mary reported that 3 PPG meetings had been held during the year, with average attendance about 17. It had been a very interesting year for the Health Centre, with a number of inspections by the CQC and the rating changing from needing improvement, into special measures and now out of special measures. Mary stressed that the medical care throughout has been determined "good" and most issues related to the building. The PPG has been praised for what it does and its supportive role and Mary thanked Robin Oakley who had done a vast amount of work, in particular on the Patient Survey, targeting people who use the Centre rather than a random survey. The CQC were also impressed with the Friends of the Health Centre, and again Mary thanked Robin Oakley for all the work he has done. Mary thanked Margaret Friswell, Robin Oakley and Alaine, who have been the Liaison committee, meeting with Elaine in between PPG meetings, and thanked Alaine for the work she has done as Secretary.

Election of Chairman and Secretary:

As noted at the April meeting Mary stated that she and Alaine were standing down as Chairman and Secretary after 4 years in their respective roles. No interest had been shown and Mary said no further meeting would be held until someone comes forward. Andrew Watson volunteered to be Chairman, this was then proposed by Mary, seconded by Rory Silkin and carried unanimously. It was agreed to advertise for a Secretary. Joan suggested putting a notice up in the Health Centre, Elaine will do this.

Health Centre News:

- Elaine reported that they have had 2 visits from the CQC and another one is due in February. She was pleased that the Centre has come out of special measures. A huge amount of work had been done before the visit to ensure all the processes were in line. The latest inspector had been very supportive and advised of different ways of doing things, it was a very positive visit. She said that her head office had been very supportive too.
- All referrals are now sent electronically, which has been a challenge for the administrative staff.
- CCG hub – Staplehurst Health Centre will be open on a Saturday morning 9 am – 1 pm, 3 doctors from 10 practices in the Weald, with pre bookable appointments. Also, every evening a surgery within the Weald is open until 8 pm.
- Dr Klufio has left and Elaine is hoping to fill the vacancy soon. Currently locums are being used.
- Telephone system - no further forward, NHS England want 3 more quotes to replace the system, which is causing a delay. The GP app on phones/tablets is helpful as people can make appointments and order medication online, thus helping to free up the telephones.
- Flu vaccine for the Over 65s has been a problem, the order went missing, but Elaine is hoping to get some from elsewhere, this has meant a delay in offering flu clinics. Elaine has ordered next year's vaccine already.
- DNAs (Did Not Attend) have been a problem, 45 in August, 55 in September, and 64 so far in October, working on ways to avoid this and make people aware it is unacceptable.

Mary thanked Elaine for her feedback.

Friends' News - Robin Oakley:

- Paddock Wood Lions Club sponsored the September newsletter and Staplehurst Community Group have offered to sponsor the next 4. The next newsletter is due out the week commencing 19th November.
- The Friends have updated and collated the Practice leaflet.
- Robin met with the CQC inspector in August. He also represented the PPG at the CCG meeting in Maidstone about local hubs.
- Two Health Information evenings had been held, Dr Klufio spoke about chronic kidney disease and a representative came from the NHS Blood and Transplant service.
- Christmas draw tickets are now on sale.
- 2 new items of equipment have been purchased – an ECG digital machine and a device to measure blood circulation in legs. The Newlyn Trust have donated £500 towards these.

Any Other Business:

- Robin Oakley said the sign at the entrance to the Health Centre has been vandalized, he has spoken to Kent Highways and it is being re-fixed.
- Barbara Keel said how helpful the NHS support worker at the Health Centre is. Elaine advised that Angela works at the surgery 9 am – 12 noon on Mondays.
- Joan thanked Mary for the 4 years she has been Chair and said she would be a hard act to follow.

Date of Next Meeting:

Andrew will let Alaine know the date of the next meeting and Alaine will circulate details.
Post meeting note – this will be **Wednesday, 9th January 2019.**

The meeting closed at 8.20 pm.