SANDWICH MEDICAL PRACTICE

Patient Participation Group

**Notes of Meeting held on Wednesday, 14th December 2022**

**at Sandwich Medical Practice**

In attendance: Carol Bore (Business Manager) CAB

Bridget Redworth (Deputy PM) BR

Mr Francis de Souza (Chair) FdS

Mr Michael Edinberry ME

Mrs Gill Cross GC

Mr Robert Marshall RM

Mr John Bateson JB

FdS welcomed everyone to the meeting and thanked everyone for attending.

1. **Apologies**

Apologies were received from Brenda O’Neil (Vice Chair), Sharon Dunn and Natalie Baker.

1. **Minutes of the previous meeting**

Minutes of the previous meeting were agreed as a true record.

1. **SMP – Practice Update**

(a) **Staff**

SM has now finished her treatment and hopes to return to work on a phased basis in the New Year. The group asked that their best wishes be sent to her.

(b) **Extension**

The building works are going to plan. Work should be completed by the middle of January and it is hoped to be occupying the space from the beginning of February. There will be more parking available once the compound site is handed back to the Council.

(c) **Butchery Closure**

There is a formal procedure to be followed with the closure of the Butchery. CAB is liaising with the ICB Comms Team. A formal application will be submitted and a patient survey will be carried out. This will be accessed via ‘Survey Monkey’ from a link on the website. 87% of registered patients have mobile telephone numbers recorded, so text messages will be sent inviting patients to participate in the survey.

Copies of the survey will also be available at Reception at SMP and The Butchery for completion.

CAB had distributed a copy of the SMP Survey to members of the Group for information and asked for their feedback. A few alterations were made.

A ‘Frequently Asked Questions’ (FAQ) document will be produced.

CAB has worked on the room allocations during this difficult period with the loss of Clinical Rooms 6 and 7. No appointments have been lost. Admin space has been used both at SMP and The Butchery together with the Meeting Room and GPs have worked remotely from home carrying out telephone consultations.

1. **Flu/Covid Vaccinations**

Our flu clinics have now finished with the majority of our eligible patients having received a vaccine. We still have a stock of flu vaccines and eligible patients who have not yet received a vaccine are being offered one when they are seen by the Nursing Team.

The Covid Hub at Currys, Westwood Cross, is now closed. The Minster site is due to close shortly. Any patients still requiring a covid booster are advised to book via the National Booking Service. Appointments are available locally at Whitfield and Clockwork Pharmacy (Deal).

1. **Newsletter**

FDS had met with CAB and agreed on a number of good headings for the newsletter. It is hoped that the Newsletter will be produced every 3 months and include a ‘Meet the Team’ section where new members of the Team are introduced. The SMP Facebook page is planned to be launched alongside the opening of the extension.

1. **Appointment Information – Website**

The appointment information on the website is out of date and CAB has rewritten the section and circulated it to the PPG for their comments. It will be made clearer that e-consults are dealt with in the practice and a response received within 48 hours.

**7. AOB**

The current membership of the PPG has now been in office for 2 years and it was asked whether re-elections should be undertaken. It was agreed that the Group would continue as at present but would advertise for new members in the meantime – this would be done via the website/newsletter, posters in both SMP and The Butchery, the Library and the Town Notice Board.

RM shared his recent experience of attending A and E.

CAB wished everyone a Merry Xmas and healthy New Year, and thanked the group for their support in 2022.

**8. Date of Next Meeting**

The next meeting will be held on Wednesday 22nd March @ 6.10 pm at Sandwich Medical Practice.