SANDWICH MEDICAL PRACTICE

Patient Participation Group

**Notes of Meeting held on Wednesday, 24th January 2024**

**at Sandwich Medical Practice**

In attendance: Suzanne Myers (Practice Manager) SM

Dr Ben Drew (GP Partner) BB

Mr Francis de Souza (Chair) FdS

Mr Michael Edinberry ME

Mr Robert Marshall RM

Mr John Bateston JB

Mrs Alanda Tofte AT

Sarah Jones Social Prescriber SJ

Kat Shonk Social Prescriber KS

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

1. **Apologies**

Apologies were received from Brenda O’Neill, Natalie Baker, Sharon Dunn

1. **Minutes of the previous meeting**

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

3. **Social Prescribers – Kat Shonk and Sarah Jones**

Kat & Sarah had been invited to the meeting to explain their role as a Social Prescriber.

They said that they support the Practices across the PCN with a wide range of services including housing related queries, tasks with daily living, combating isolation / loneliness, accessing community groups and activities. A leaflet is attached with further information.

4. **Deal & Sandwich PCN Enhanced Access – Dr Drew**

Dr Drew has recently taken on the joint Clinical Director role for the PCN. He started by giving an overview of the Primary Care Network, which consists of five practices, SMP, Balmoral, St Richards road, Cedars and Manor Road. There are various different support staff, including the Social Prescribers, Enhanced Health in Care Home team, Clinical Pharmacists, Mental Health Team and Care co-ordinators.

Dr Drew explained that initially when the PCNs were formed in 2019, the Practices were not in a position to take on the additional work which included providing enhanced access, however he feels that it is important that this is brought back into the Practices and the aim is for us to provide enhanced access ourselves from April 2024. This means that one of the practices will be open each day until 8pm and at weekends, on a rota basis. There will be a mix of staff and additional hours will be offered both in and out of hours. Channel Health Alliance are providing this at the moment, which they run out of Deal Hospital. The plan is to keep some of this going, by utilising the nursing staff at weekends. There is still some work to be carried out on the IT system.

Everyone thought that this was a positive move for the practice.

As part of this process the PPG should be consulted, which is why he is explaining the benefits of this today. He will also attend the PCN PPG in a couple of weeks time, and would welcome our PPG support.

**5. Stoma Services**

AT worked as part of the East Kent Stoma support group, and as part of this work she consulted with patients who have a stoma to make their pathway as easy and stress free for them as possible. This was a valuable piece of work and is a process that could be used for other conditions. There is a health and wellbeing event on 26th April at the Canterbury Cricket Ground.

6. **Patient Access**

RM said that he uses patient access. There is a facility on there that can enable patients to message the practice. He said that he was not able to access this as it says that the practice does not offer this service. SM explained that we are not able to allow all of the third party apps to message us directly. We already have lots of ways that patients are able to contact us. BD suggested that eConsults would be an alternative means which is useful if the patient has a simple question to ask which does not warrant the need to see a GP.

7. **AOB**

ME asked what the vaccination rate for measles was in the area, in view of the recent outbreak. BD said that it is good.

BD wanted to bring the old WI building to the attention of the PPG. The council use it currently to store the Christmas lights. We have made enquiries about this in the past as we feel it could be of use to the practice for office space or notes storage.

8. **Date of next meeting** – Wednesday 17th April at 4pm