SANDWICH MEDICAL PRACTICE

Patient Participation Group

**Notes of Meeting held on Tuesday, 4th February 2025**

**at Sandwich Medical Practice**

In attendance: Suzanne Myers (Practice Manager) SM

Carol Bore CB

Francis de Souza (Chair) FdS

Michael Edinberry ME

John Bateson JB

Natalie Baker NB

Robert Marshall RM

Jasmine Quittenden JQ

Brenda O’Neill BN

Sharon Dunn SD

Alanda Tofte AT

Dr Ben Drew BD

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

**Apologies**

There were no apologies for absence. For the first time in a long time there was a full house!

**Minutes of the previous meeting**

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

**Telephone consultations**

SD expressed some concern that if a patient receiving a call back for a telephone consultation missed that call then they could end up having to rebook the consultation for 2 or 3 days hence. BD said he understood that concern but said that if a call was not answered then 2 or 3 further attempts would always be made on the same day. He also said that on Fridays and Mondays, the 2 busiest days at SMP, two doctors handled these calls as opposed to one doctor on other days.

**Shock therapy**

SD said that for her personally a treatment with shockwave therapy at Peak Physiotherapy at Whitfield had been outstandingly successful and wondered if shock therapy is available via SMP. After the PPG meeting SM confirmed that SMP can refer patients to EKTRA Physiotherapy at Canterbury or Thanet, but only there as the equipment is heavy and not transportable.

SD said she will write something about it for the upcoming Spring Bulletin.

**Spring Bulletin**

For patients who cannot access the website or are apprehensive about it, the bulletin is very important way of reaching them.

FdS suggested that it is time for us to prepare the Spring Bulletin and wanted to canvas topics to be in it. After the meeting he emailed members with some ideas, including

Success with Care Quality Commission

SMP a leader in embracing Artificial Intelligence

Promote SMP Facebook posts

Remind patients that PPG is working for them and its meetings are on the SMP website

RM suggested email and/or text reminders to patients encouraging them to look at the SMP website regularly.

**Disabled (Blue Badge) parking near the surgery**

After more discussion at the meeting about when and where Blu Badge holders can and cannot park, CB followed up with Dover District Council to find out when their consultation on it will be held as we wish to contribute. She discovered that the consultation has already been held and the consultant’s report is awaited. CB told DDC that we are disappointed not to have been notified about the timing of the consultation as SMP had specifically expressed an interest in contributing.

So in summary, Blue Badge holders currently have no priority in the Sandwich off-road car park and DDC may or may not make changes in the fixture.

**AOB**

---- The recent CQC found SMP to be good in all six areas of inspection. This is an improvement on the previous inspection, when one area was not good.

---- Dr Drew gave a very interesting talk on SMP’s work on applying Artificial Intelligence in the practice. Particularly interesting is the work on a system of audio recording of patient consultations, which is then capable of writing accurate notes of the consultation and also generating referral letters without any input from the doctor. This can save the doctor as much as 2 hours a day.

Other AI applications are being considered, but always being careful to walk before trying to run.

A new system of digital triage will be explored in April.

BD will write some notes on the application of AI at SMP for inclusion in the Spring Bulletin.

--- BN reminded the meeting about Primary Care Network PPG meetings. The notes below were emailed to us after the meeting.

SMP can send 2 patient representatives to the Primary Care Network (PCN) PPG meetings.  If anyone else would like to join me on this group do please let me know and I can provide more information.  I do not have a date for the next meeting yet but likely to be in May and it is always in Balmoral Surgery in Deal (where they have their own car park!).  We receive updates relevant to all Practices in the PCN area (Sandwich and Deal), including how Enhanced Access is going (especially as the service has been brought in house) and it is always interesting to hear about other Practices from their PPG representatives – what is good and what issues have arisen for patients.

**Date of Next Meeting**

Tuesday 20 May at 5pm