

**MINUTES OF ST RICHARD'S ROAD SURGERY  
PATIENT PARTICIPATION GROUP MEETING  
Friday 17 January 2025**

<b>Agenda Item:</b>	<b>Details</b>	<b>Action</b>
<b>Attending:</b>	SM (Chair); AC (Patient Services & Operations Lead); SE (Secretary); CT; BN; CH; SW; SS; MN; DH; AE; CG	
<b>Apologies:</b>	PP	
<b>Conflict of Interest:</b>	None declared	
<b>Welcome &amp; Introductions:</b>	SM welcomed everyone to the meeting, wishing them a belated Happy New Year.	
<b>Minutes of the Last Meeting:</b>	Minutes of 18.10.2024 were agreed and signed	
<b>Matters Arising not on the Main Agenda:</b>	<p><u>Staff Photographs</u> AC reported that the photographs of staff were in hand and moving on.</p> <p><u>PPG Minutes</u> Minutes of PPG meetings to be uploaded onto website, in line with other practices. It was agreed that, in future, minutes would be circulated to those in attendance and members would be required to respond. Minutes would not be uploaded until responses had been received from all.</p> <p><u>PPG WhatsApp Group</u> This has not been set up, but if any member has transport requirements to enable them to attend meetings, please contact AC who will pass their number on.</p>	
<b>1. Social Prescribers</b>	<p>Sarah and Kat introduced themselves and explained the following –</p> <p>SPs were set up in 2019, and serve the five surgeries in Deal and Sandwich, when it was recognised that 1:4 GP appointments were for social reasons. They do not take on severe mental health cases/crisis situations. The aim is to share services and better support patients by enabling them, sign-posting to relevant services, e.g. care packages; supporting children and young people with AD/ADHD diagnoses; supporting the victims of domestic abuse; helping older patients with benefit checks. The list is not exhaustive. SPs try to be</p>	

	<p>proactive. They have set up a walking group for wellbeing, from The Cedars, 12:30 on Wednesdays. There is a wellbeing café at The Royal once a month. A Parkinson's peer support group meets at the Golf Road Centre, following a pilot project with £1,000 funding from the ICB. This has been running for 18 months, and has 50 members, providing a wealth of information not revolving around medication, but with outside speakers who cover a range of subjects. They can access hydrotherapy sessions at the Blue Wave, Margate. There are coffee mornings in Caesar Court. SPs work with those in social housing, taking the service to the people. A question was raised about how they can be contacted. Information is on the leaflet or on GP websites. It is a very busy service, but the Co-ordinator usually gets back within 1-3 days, but it may take 4 weeks to be allocated to one of the four Link Workers. There are 30-40 referrals per week, and patients are supported for up to 18 months. It was asked if a member had permission to share the service details on White Cliffs Radio, which was readily agreed. There is no funding now, and they are always looking for funding opportunities. Approaching local Rotary Clubs was suggested and it was noted that some links have already been formed. Patients are signposted to the CAB where appropriate.</p> <p>Appointment expectations – SPs can meet patients in their surgery. Often home visiting is more informative and may provide a clearer picture of what support is required. Choice is down to the patient: nothing is forced on them. Meeting place is wherever they feel comfortable, e.g. a coffee shop.</p> <p>There was a plea for connections to more services/organisations – one suggestion was the Cinnamon Trust, which is a dog walking charity. SPs are not benefits advisors, but they will support patients making applications, e.g. Attendance Allowance, Blue Badge and sign post people in the right direction. It was recognised that there can be a digital gap for the older generation. It was noted that Age UK run digital inclusion sessions. Kat relayed a success story about a man who had an autism diagnosis, his circumstances changed and he was not coping. SP support enabled him to access packages of care and improved housing, where he is now thriving.</p> <p>The 4-week waiting list prompted a question about possible under-staffing. The service has increased from</p>	
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	<p>three. Justification for funding has been fed back and since April 2024, data has been collected about the number of GP appointments freed up by SPs.</p> <p>SPs welcome volunteers – some are required by the Parkinson’s group, ideas about speakers, not necessarily Parkinson’s specific. There is a Facebook page or SPs can be emailed if the PPG Members have any further questions. The Chair thanked the SPs on behalf of the PPG.</p>	
<b>2. Practice Update</b>	<p><u>Golf Road Surgery</u> Now has a new name – ‘New Golf Road Surgery.’</p> <p><u>Staff Changes</u> Dr Boland leaves next week. It is hoped that another doctor will replace her 3 sessions a week with 4. In addition, the practice is still advertising for another GP.</p> <p><u>Ear Syringing (Irrigation)</u> This provision commences in February. Two staff start an update course next week. It is hoped that other nurses will be able to access the training course, but there is a 4 month wait. The service is just for our patients. The GP/HCA check the patient, who is then provided with pre-procedure instructions, which are very important and need to be followed. All equipment is in place.</p> <p><u>‘Flu Vaccinations</u> Some are still available to our patients. Reminders have been sent in three waves to those not taking up the offer. Last year, pharmacies were able to vaccinate earlier than surgeries: this year the start date was the same. It was queried whether the patients knew that the practices pay for their flu vaccines a year in advance so there are cost implications if they have to send any back. It was felt to be that it was worth circulating that information next year.</p> <p><u>Telephones</u> There have been no complaints since the system has changed. There is now a call back facility and the receptionists can see calls on the computer screen. It seems to be better.</p> <p><u>Pharmacy First</u> AC provided copies of the aide memoire used by staff for criteria of conditions suitable for referral of correct individuals to pharmacies. This service has evolved as</p>	

	patients used to be referred to the pharmacy who could then provide over the counter medication. Now when patients are referred to the pharmacy, the pharmacist can issue prescription drugs, e.g. antibiotics.	
<b>3. PCN Patient Participation Group Update</b>	Nothing to report as there has not been a meeting since the PPG last met. Next one is scheduled for 28 <sup>th</sup> January. This group meets 2-3 times a year.	
<b>4. Terms &amp; Conditions</b>	References to Golf Road have been removed.	
<b>5. Newsletter</b>	It has been some time since the last practice newsletter. It was agreed at the last meeting that it would be printed on yellow paper. With the change in roles, staff are still familiarising themselves with new responsibilities. It was suggested that information about Social Prescribers could be included. A PPG member offered help in the compilation of the newsletter, which was appreciated, and would be feedback.	
<b>Date of next meeting</b>	<b>Friday 11 April, 2025, 10:00-12:00, at St Richard's Road Surgery.</b>	
	<b>Meeting Closed.</b>	