

Patients Participation Group Meeting

Minutes of Meeting held in the Memorial Hall Annexe Monday

26/02/2024

Chairperson: Philippa Jones

Minutes: Michael Wright

Present: Mr. & Mrs J. Cameron, Mr. J Chaplin, Mr. & Mrs. P. Gardiner, Mr. & Mrs. G. Graves, Mrs. B. Hanks, Mrs. G. Holloway, Mrs. J. Howden, Mrs. R. LeViscount, Mrs. D. Neilson, Mrs. P. Savage, Mr. & Mrs. Sharp, Mr. & Mrs. C. Stafford, Mrs. E. Wood

Woodchurch Surgery:, Dr. Jack Hickey, Mrs Helen Fox

Guest Speaker: Mr. Adam Littlefield, Lead for Patient Voice & Involvement for East Kent Hospitals University NHS Foundation Trust

Apologies: Mr. & Mrs. T. Perks, Mrs. P. Coe, Mrs. P. rouse, Mrs C Drew

Chair's Welcome:

Philippa welcomed everyone and outlined the Agenda for the meeting.

Minutes of Last meeting (20/11/2023):

Accepted

Matters Arising:

There were no matters arising.

Patient Voice & Involvement East Kent Hospitals – Adam Littlefield

Adam gave the meeting a very informative and entertaining talk on how, and why this initiative has developed and is now working, He stressed how his role is to listen to patient concerns and suggestions and to have them acted upon by challenging existing processes and improving them from a patient perspective. Adam has been in the role for 12 months and receives feedback via the patient questionnaire, letters of complaint but most importantly by meeting and talking to patients face to face. Although as he stated 80% of all feedback is positive it is the last 20% that needs working on and the majority of this revolves around communication issues. A question from the floor was whether this was a national initiative or a knee jerk reaction to the current problems faced by the Trust, Adam was very honest in his reply that it was probably the latter but nevertheless was still a very worthwhile and necessary project. Adam told the meeting that he is willing to meet with anyone at times and locations of their choosing and would the people present please pass on his details shown below to those that might need it.

Email: a.littlefield@nhs.net

Mobile: 07955 320637

Woodchurch Surgery update from Dr. Jack Hickey & Mrs. Helen Fox:

Dr. Hickey thanked Adam for his talk and his ongoing work and said that the Practice itself received over 100 questionnaire responses per month. One staff member (a receptionist) is retiring but a replacement has already been identified and engaged. There will be Spring Vaccine campaign for Covid which will

address the over 75's and those with significantly compromised immune systems. When asked if these injections were worth having, he replied that if offered one he would certainly take it.

There was also a question on whether the Pharmacy was under resourced as some texts had stopped. Jack confirmed that they were currently short due to sickness, but temporary cover had to be brought in and he would ensure all texts continue.

The Chair thanked the surgery for their update and asked them to pass on a big thank you on behalf of the Patients for all their efforts and in particular the way the appointment availability continues to be exemplary despite the expectation that the Surgery patient numbers increase with all the local property developments.

AOB

The chair informed the meeting that over £50 had been raised last year via donations for tea's and coffee's at these meetings and this was passed on the Surgery. Helen and Jack were very appreciative and confirmed that again this would go towards the ongoing upkeep of the planters the staff had been enjoying around the back of the Surgery, including growing produce.

Next meeting: 20/05/24, guest speaker will be from the Stroke Awareness Association

Thanks to Liz Wood and Jean Gardiner of the "Heavenly Helpers" for providing refreshments.

The meeting was closed at 7:15pm