

**Minutes**  
**Patient Participation Group**  
**Wednesday 25<sup>th</sup> April 20222806**

Minute taker Sarah Baker

Present Julia Wakeham (JW) Sarah Baker (SB) Andrew Stanley (AS) Len Alfieri (LA) Patricia Williams (PW) Peter Williams (PW) Lyn Fitzjohn (LF) Adrian Pitts (AP)

Apologies Andrew Mackie Helen Bancroft

1	<b>Introductions</b>  Everyone introduced themselves to AP and welcomed him to the group
2	<b>Minutes of the Last Meeting</b>  Agreed
3	<b>Matters Arising</b> LA disagreed with the practice decision to maintain a telephone triage system. AS and AP contributed that many patients find these more convenient.  LA advised at the West Kent Chairs Meeting on 21 <sup>st</sup> November stated that the pressure on GP appointments has increased. Statistics were quoted as to how many face to face appointments were had and LA wanted to point out that this was over practice staff, not just GP. SB advised this is correct and was mentioned in the last PPG meeting.
7	<b>Woodlands Update</b>  SB asked the PPG members to spread the word in the community that if a patient problem is not urgent please do not pressure the receptionist into putting the patient down for an urgent phone call. Encourage to wait for own GP in next available appointment. Demand for GP appointments is unprecedented and many GPs are resigning and surgeries handing back contracts. The BMA recommend GPs have 15 patient contacts in the morning and 12 in the afternoon. Our GPs routinely have three times this many and it is not safe. To save burn out and closure patients will have to learn to wait for non-urgent matters. There is still a shortage of GPs across the nation and does not look to be improving  SB asked members to encourage patients to self-manage with minor ailments or seek advice from the chemist. SB confirmed patients contacting their GP for minor ailments is increasing at an alarming rate. It was asked why the telephone appointment could not be narrowed down to more than a morning or afternoon time. JW advised that more urgent cases are triaged when they come and can supersede routine matters.

**AOB**

AS asked what we can do about the conflict between the PPG and the surgery. He advised that it is not just Woodlands but all the surgeries at least in West Kent. It was discussed whose responsibility it is to fix general practice. SB advised it was the responsibility of NHS England and hence a political problem.

Agreed to put together a document outlining the problems we are experiencing and asking patients to look after the service in ways previously minuted. It will also advise the community that we have a zero tolerance on abuse. This can then be distributed in the community. AP is very IT literate and volunteered to get this information online. Other platforms such as The Lions, the Church and local magazines were discussed. Patient perception is that GPs are doing very little however, the opposite is true. Education in the community is needed.

**SB and AP to action.**

It was suggested the local MP should be invited to the next PPG meeting. SB volunteered to invite him.

**SB to action**

AP advised the PPG minutes on the website are out of date. SB conceded! SB will ensure the latest minutes are published on the web site. It is a new website and SB is still navigating her way around.

**SB to action**

Ways to encourage new members to the PPG was discussed. AH suggested contacting youth groups to expand the age demographics.

AH pointed out the BT telephone directory is out of date and lists previous GPs. SB will attempt to get this changed.

**SB to action**

LF complimented the surgery on the new telephone system which she thinks works very well. PW complimented the surgery on the prescription service Woodlands offers.

Date of Next Meeting Wednesday 27<sup>th</sup> July 7pm Woodlands

