

Patients Participation Group Meeting
Minutes of Meeting held in the Memorial Hall Annexe
Monday - 22.11.21 at 6pm

Chairperson: Philippa Jones

Woodchurch Surgery: Dr Jack Hickey, Helen Fox - practice manager, Keeley Harris.

Present: Brenda Hanks, Penny Coe, George Bedford, Sandra & Peter Marmara, Joy Rubie, Ann & Roy Sharp, Suzanne & Keith Graves, Ruth Le-Viscount, Clive Looker, Violet & Roy Adams, Debbi & Michael Wright, Tricia Savage, Gill & Tony Perks, A Chaplin, Colin & Jenny Whitaker, Jon Chaplin, Rosemarie & Chris Busby, Miles Stockwell, Jean & Phil Gardiner, Liz Wood, Nick Jones

Apologies: Charles & Tor Vertue, Denise Neilson, Pat & Jim Cameron

Chairperson's welcome and Opening remarks

Philippa welcomed all 'returnees' and newcomers to this meeting after a gap of about 18 months which have been somewhat trying all round.

This was a somewhat unusual meeting following the covid crisis so no agenda had been produced.

Philippa then asked Dr Hickey to give an update on present surgery activities, assisted by Helen Fox and Keeley Harris.

Dr Jack Hickey began by saying how brilliant it was to see so many people and how refreshing it is to get out and about again

As far as the surgery is concerned it has been a basically happy year with some very good moments, resulting in the whole surgery team now being a 'closer' unit.

The surgery was updated during the lock down.

Medical services have continued during this time with Dr appointments via a 'phone call - BUT the main message now is face to face appointments are available possibly after an initial 'phone call.

Covid numbers remain high but less severe on the whole.

The PCN (Primary Care Network) covers the 4 practices, Woodchurch, Ham Street, Tenterden and Charing.

Keeley Harris, the Social Prescribing Team leader, has a team of 6 working in the community, referrals to the team are made by the practice following a consultation and thereafter patients can continue to contact the team directly as needed.

There are now 2 clinical pharmacists at the surgery, following up and updating patients' prescriptions as needed.

There is also now a Paramedic practitioner based at the surgery who will be called upon to cover 'emergency' home visits with an aim to prevent patients being admitted to hospital.

Louise is the PCN Occupational Therapist able to distribute equipment to people at home as required.

Medical training continues within the surgery with 2 medical students 'in house' at present and new GP trainees expected later next year.

Both Dr Hickey and Helen Fox said the surgery is looking somewhat bleak and clinical at the moment, they would welcome suggestions to 'brighten up' the place but the extremely

strict hygiene regulations must be adhered to. The surgery is an echoing area at present and any 'echo reduction' ideas would be welcomed.

There are hopes that neuro/cardiac specialists will eventually be available within the 4 surgeries

Keeley Harris, Community Ward Coordinator, explained she works within all 4 surgeries providing social help. Adolescent and child 'coaches' are now on the team involving all disciplines.

'Men in sheds' is now being set up

The EC30 (East Cross) is now set up next to the Tenterden Surgery, providing a charity shop, cafe with general help for all needy people - especially children. There is a food bank provided plus help with providing school uniform etc.

Questions from the floor:

1 - should we pay as much attention to covid 'lateral flow' tests or PCR (polymerase chain reaction) tests?

Answer - the 'lateral flow' results are more for screening whereas the 'PCR' is the gold standard.

2 - the defibrillator attached to the village hub has been vandalised, are there any others in the village

Answer - there is one at the 'pop in' centre which is locked at night. There is also one available in Woodchurch House. None readily collectible within some few minutes.

3 - what is the likelihood of having yet another covid booster jab?

Answer - there is a high probability of another one in the spring.

4 - what advice would be given if an emergency ambulance is called but there is a long wait time

Answer - if within the working day, contact the surgery for advice or the surgery paramedic might visit.

There was a comment as to how well organised local vaccination hubs are.

Philippa thanked Dr Jack Hickey, Helen Fox and Keeley Harris for the updated surgery information. She also thanked Dr Hickey for his regular written updates during the covid lockdowns.

The attendees all said the new venue was fine, thanks being given to the ladies who provided the teas

There will now be 4 meetings a year - future speakers will be arranged.

Thanks were given to Penny Coe for her note taking and archiving over the last year or two, she has asked if someone could now take it on. Micheal Wright agreed to take over.

The meeting finished at approximately 7.15pm