



MINUTES

Brewer Street Patient Participation Group Meeting Tuesday 19th November 2024 @ 02:00 pm

Introduction - Please introduce yourself to the group

Attendees from practice - Mrs Jane Glancey Practice Manager, Mrs Kelly Davies Deputy Practice Manager, PPG Members - names in signing book at reception. Welcome to any new members ☺

Apologies received - Members from PPG, Minutes - Meeting minutes approved from 13th August 2024.

Matters Arising

Reception/Admin Staff - Welcome to Caroline and Nadia. Two new fulltime members of staff, integrated really well in to the BS team.

Waiting Room (Noticeboards) - Will be getting WR fully painted. We have tidied posters, and will look to purchase another locked noticeboard in due course.

ARRS staff transferred to PCN Hub (Downswood) - To help with clinical room space and centralise these extra services. Address is: **Maidstone Central PCN Hub, Chiltern Close, Downswood, Maidstone ME15 8XG**

Extended cover on telephone lines (Medical Emergency access) - Our telephone lines are now accessible from 08:00 am to 18:30. Between 08:00 and 08:30 am and 18:00 and 18:30 - patients can phone regarding medical emergencies I.E. shortness of breath, chest pain, etc (Red flag symptoms)

Registrations – Registration list still open at present but we are fast approaching our desired list size so will be reviewing shortly.

Any Other Business to discuss?

- PPG member (JJ) confirmed that the PCN presentation evening held at Maidstone hospital was a success. Brewer Street had a great attendance x 40 patients. The PCN were very grateful for BS funding the gifts for guest speakers. The next presentation evening proposed will be in May 2025 - subjects suggested are Paediatrics, Children's health or Dermatology. The PCN are actively seeking sponsorship for these events, one of our PPG members suggested 'The Gallagher Group' She volunteers for 'The Maidstone hospital league of friends' and has found them to be very generous in previous years.
- Rebecca Charge PCN Hub coordinator requested a copy of our PPG meeting minutes be sent over (KD DPM will ensure that this is done).
- The next PCN/PPG meeting is scheduled for 11th February 2025 and will be held at The Medical Practice at Shepway. KD (DPM) will attend, if available, to represent BS along with JJ.
- JJ advised that the PCN/PPG group wished to extend their best wishes to Mr Sheppard as his absence was felt at the last meeting. Everyone wishes him well.
- One PPG member raised a query about the practice offering a 'Weight Loss' programme. JG/KD explained that we can refer patients on to weight management programmes - the member has already completed this but was hoping that something could be offered at the surgery. JG/KD agreed to feedback to GP Partners.
- One PPG member asked if we could have a clock in the waiting room. JG/KD will discuss with GP Partners and purchase if agreed.

**Next Meeting scheduled for Tuesday
18th February 2025 at 2pm.**