

HIGH PARKS MEDICAL PRACTICE MINUTES OF THE MEETING OF THE PATIENT GROUP

Date: 17th July 2025

Time: 1.30pm

Place: Emmanuel Centre, Cliffe Woods

Present

Name	Role
Dave Bowen	PPG Chair
Claire Butler	Practice Co-ordinator
Jess Cross	Practice Manager
Barbara Cumming	PPG
Jenny Dunster	PPG Secretary
Jill Fanner	PPG Deputy Chair
Dr Asser Ghozlan	GP Partner
Sue McDermid	PPG
Kath Gilbert	PPG
Shivani Patel	Deputy Practice Manager

The meeting was quorate.

Dave welcomed everyone and opened the meeting at 1.40pm.

Item	Action
1. Apologies for Absence Received and accepted from Jerry Doyle, Nikki Fox, David Townsend and Debbi Wright.	
2. Notification of Any Other Business <ul style="list-style-type: none"> • Practice's mitigation when the B2000 is closed, particularly affecting Cliffe. • Patients' problems with appointments 	
3. Declarations of Conflict of Interest <ul style="list-style-type: none"> • None declared 	
4. Membership of the Patient Group <ul style="list-style-type: none"> • No changes 	
5. Minutes of the Meeting of 23rd January 2025 Minutes had previously been agreed as an accurate record by the Chair and the Practice Manager and published on the website.	
6. Matters Arising and Action Points <ul style="list-style-type: none"> • DNAs at each surgery run at about 3% to 4% of all given appointments across all 4 sites. 	

	<ul style="list-style-type: none"> The secretary sends the agreed minutes to the clerk at Cliffe Woods Parish Council. <p>All other actions had been completed or were on the agenda.</p>	
7.	<p>Chair's Report</p> <p>At the pre-meeting (Jess, Dave and Jenny), the problems around the proposed closure of Higham Surgery were discussed and it was agreed that a public statement from the practice would be helpful in mitigating misinformation disseminated on social media.</p>	
8.	<p>Report from the Practice</p> <p><i>Higham Surgery</i></p> <ul style="list-style-type: none"> The practice is very concerned about misinformation being posted on social media eg 'Highparks can't keep receptionists'; 'The practice's posts on social media are not honest or valid'. <i>Confidential Minute</i> <p>Members had received the 3-monthly report and Jess drew attention to the following points:</p> <p>Staffing - Recruitment and Vacancies</p> <ul style="list-style-type: none"> No major changes of staff. Overall, staffing is very stable. The practice now has a full complement of nurses. One HCA in training has completed the course. Dr Hong is still on maternity leave One Specialty Training Year 3 (ST3) GP doctor has completed training and might stay with the practice. Recent recruitment of 2 receptionists 2 GPs will be leaving the practice, one for retirement and one on maternity leave. No recruitment immediately as the practice's needs will be more fully assessed in time. <p>Q: For more clarity, can the practice add to the website the areas that each staff member covers? A: Yes, this can be done</p> <p>Appointments</p> <p>It was noted that Highparks had averages of:</p> <ul style="list-style-type: none"> 114 appointments per 1000 patients per week in April; 117 appointments per 1000 patients per week in May; 127 appointments per 1000 patients per week in June. <p>This exceeds the government recommendation of 72 patient appointments per 1000 patients per week.</p> <p>Following discussion regarding access to appointments, the Practice manager encouraged group members to contact her regarding any patients having difficulties, so that action can be taken. The practice will check if appointment phone queues are regularly refreshed.</p> <p>Q: Can the GP call-back time be explained?</p>	Practice

A: The GP prioritises the list of patients needing to be called-back, based on patients' clinical needs.

NHS Patient Survey

- 348 surveys sent out in March, 140 responses. It was agreed that this was not the best time for Highparks given the ongoing issues around the Higham surgery so the responses were more negative than they might have been at other time of the year.
- The practice is looking at appointment issues.

eConsult

This is working smoothly and there have been no complaints.

From October, the government is driving practices to provide longer online triage-platform availability.

- The practice has trained (not clinically) eConsult Navigators who, under supervision of a GP, triage online consultations. EConsults are assessed and appointments allocated based on clinical need.
- The practice typically receives between 70 and 100 eConsult requests per day.
- The practice has, today, launched a trial in which patients requesting non-urgent appointments on eConsult will receive a text back as usual but will also be given the option of a face-to-face appointment or a phone call. The trial will run for up to 2 weeks.

Impact of Resident Doctors' strike, 25th - 30th July (incl)

- The practice currently has 5 Resident Doctors.
- If the strike goes ahead, a number of appointments is expected to be lost.
- Resident Doctors are not required to notify the practice of their intention to strike but the practice is working on the assumption that they may not be available.
- To minimise disruption, the practice has already, and pro-actively, moved/rescheduled booked patients to reduce the need for last-minute communications.
- As a result of reduced appointment availability, eConsult may be closed or switched off early to ensure the safety of patients and staff.

Did Not Attend (DNAs) – data includes all GP, nurse, blood and vaccine appointments:

- April – 127
- May – 128
- June - 114

(January - 91, February – 79, March – 102)

These figures equate to approximately 4% of appointments offered at Cliffe, Cliffe Woods and Higham. Wainscott - approximately 3%.

DNA distribution across each site for face-to-face appointments:

Cliffe – April 39, May 17, June 12

Cliffe Woods – April 62, May 75, June 72

Higham – April 6, May 12, June 6

Wainscott – April 20, May 22, May 21

	<p>Vaccinations programme The current Spring Covid19 vaccinations are by invitation only and apply to the following groups:</p> <ul style="list-style-type: none"> • aged 75 or over • aged 6 months to 74 years and have a weakened immune system because of a health condition or treatment • live in a care home for older adults <p>Flu vaccinations will be available from 1st September for the following cohorts:</p> <ul style="list-style-type: none"> • pregnant women • children aged 2 or 3 years on 31 August • school children from Year R to Year 11 • all children in clinical risk groups aged from 6 months to less than 18 years <p>Flu vaccinations will be available from 1st October for the following cohorts:</p> <ul style="list-style-type: none"> • adults aged 65 years and over • those aged 16 to under 65 in clinical risk groups • those in long stay residential care • carers in receipt of Carers Allowance or those who are the main carer of an elderly or disabled person • close contacts of immuno-compromised individuals <p>Complaints April - June 2025</p> <ul style="list-style-type: none"> • Total number = 16 • Upheld = 5 • Not Upheld = 4 • Partially Upheld = 7 <p>6 complaints were in relation to Admin/Reception, 6 in relation to GPs. There were no complaints about appointments in May or June. Given that the practice now has over 15,000 registered patients, the number of complaints is steady year on year.</p> <p><i>Confidential Minute</i></p>	
9.	<p>Memory Café</p> <ul style="list-style-type: none"> • Patients, staff and members who attended remarked that it was very successful. Patients and carers found it informative and helpful. Nikki (Social Prescriber) was particularly appreciated and during refreshment time was able to support 9 patients with appropriate referrals. • Next Memory Café, Thurs 11th December, 1pm Jenny to check date with Karen. 	Jenny
10.	<p>Memory Café Drop-In Sessions</p> <ul style="list-style-type: none"> • Discussed and agreed • To be held in between the Café meetings, therefore every 6 months 	

	<ul style="list-style-type: none"> • Discussion re hall cleaner working on Thursdays so Drop-Ins perhaps could be held on different days and perhaps alternate mornings and afternoons. Agreed • First Drop-In, Tuesday 16th September, 2-4pm. Jenny to check date with Karen. • The practice will send invitations. • Tea, coffee, squash and biscuits will be provided. 	Jenny
11.	<p>Any Other Business</p> <ul style="list-style-type: none"> • Practice's mitigation when the B2000 is closed, thus affecting Cliffe Surgery? The practice will maximise appointments at the other sites, Wainscott will open all day every day throughout the road closure and patients affected will be notified ahead of their appointments. • Patients' problems around getting appointments – the patients had had difficulty <ul style="list-style-type: none"> a) getting or discussing test results b) getting an appointment within 2 weeks <p>If patients use the NHS app, they can see test results and GP comments, including appointment details if appropriate. Text messages re appointments are also included. The My GP app isn't quite so comprehensive. Online booking using eConsult is being encouraged.</p> • Members were reminded that the PPG AGM will be in October and members can put themselves or others forward for the positions of Chair, Vice-Chair and Secretary. 	
12.	<p>Confidentiality</p> <ul style="list-style-type: none"> • Items were identified. • As requested by the practice and agreed by the Chair, on this occasion, the confidential minutes will only be shared with those who physically attended the meeting. 	
13.	<p>Date of next Meeting Thursday 16th October, 1.30pm at the Emmanuel Centre, AGM</p>	

Dave thanked everyone for their attendance and closed the meeting at 3.31pm.

Signed

Date.....