



New Hayesbank Surgery Patient Participation Group **Minutes**

Date: 16th June 2026

Attended:

1. **Welcoming Remarks:** The Chair welcomed all in what was a smaller turnout than usual.

2. **Apologies**

3. **Agreement of minutes of meeting held on 24th February 2026**
The minutes were agreed.

4. **Actions from last meeting:** Item 4: A PPG member has asked for his item *“Measures to prevent the risk of premature death and impairment of life quality through poor physical mental health”* to be postponed to our next meeting. The PPG member explained that he no longer had access to the data he was preparing to use.

Item 7 Self Help Events’ - Good Death Café has now been amended to ‘Time to Think’ as you will have noted in emails and flyers.

Item 10: We have another Volunteer Champion. Topic to be raised later in agenda.

5. **Release of Minutes on Website**

Just after the last meeting, it was suggested that there might be benefit in including the minutes of the meeting in the website. As this would involve discussion by members, it is important to have a consensus decision. It was agreed that we would put anonymized minutes on the website removing members name.

6. **Update since the last PPG Meeting**

Anima is used for our online triage; we are also moving over to Anima documents. This is how we process letters incoming from other providers. Anima documents will help with coding; PM reassured patients that although there is an AI element within this process, the sign off is always by a human.

We are part of the Mid Kent PCN and as such we will be moving towards Single Neighbourhood Health Network (SNH) This forms part of 10-year plan from government. As part of this, we are being asked to focus on frailty and our patients within PNG groups 10 & 11. PM explained that this does not mean that all of the patients in these groups are older – they may have complex health needs. The aim is to try and reduce hospital admission.

We will be looking, as part of the Mid Kent SNH team, to utilize paramedics, nurse practitioners, GPs and other health care providers to form a Frailty Team. This is in the early stages of development. Workforce remains our biggest challenge.

We have appointed a Quality & Compliance Manager. He will be ensuring we are fully compliant and updating our policies. He will also be responsible for complaints and collating patient feedback.

PM explained about the triage system and the challenges this is posing now that we must keep it open from 8.00am to 6.30pm. The triage is led by a senior GP as there is an element of risk - unfortunately, this means we have a senior GP unavailable to see patients each day. Each day is a constant challenge to juggle capacity against the number of incoming requests.

We are expecting CQC to come within next 6 months as part of their new inspection system. They will want to speak to the PPG; as soon as we have a date, members will be informed.

7. Adopt New Terms of Reference

On 8th May, members were sent a copy of revised terms of reference and asked to send comments back by 31st May. No comments were received. by the chair asked for a show of hands for their adoption – this was unanimous.

8. Diabetes Support Group – Self-Help Events

The PPG now has 3 events in the 'Prevention and Self-Help Program': Memory Café (every month), Adult First Aid and Time to Think, both intended to run 3 times a year. This is excellent progress and the chair thanked the volunteers. Members are asked to promote these clinics.

Almost 5 million people have diagnosed diabetes in the UK; in percentage terms this is the 4th highest in the world. We would like to discuss the possibility of a Diabetes Champion within the group and whether we could organize a "peer support group" for people with diabetes. Wendy Large suggested that each event should have a speaker e.g. dietitian as this will help people to come along for a purpose in the first instance. The Chair will make contact with Ivy Court PPG chair as it is believed they already have a diabetes support group. Everyone was asked to give this some thought to the desired development and we will discuss further at the next meeting.

ACP Pan PPG Report (including IT system failures)

The group represents all the PPGs within the boundaries of Ashford Borough Council, shares best practices and ideas amongst its members, and engages with local government, the NHS and other health & wellbeing agencies and partnerships in the interests of patients. Engagements means listening & learning, influencing and intervening.

A particularly strong example of intervention was in April, when GP practices were badly affected by a staggering number of IT outages, the responsibility of NHS Kent and Medway ICB. The PPG Chairs were alerted to the issue and its consequences, and, after discussion, sent an email to the NHS Kent & Medway CEO. The Chair shared the response he had received on the following day. It acknowledged the failings and recognized the extremely important value of feedback from the Pan PPG.

The group are also engaged in communications with the local MP Sojan Joseph.

9. The Volunteer Call

Please could we have a Diabetes Champion volunteer, a back-up for the Memory Café and once again a volunteer for Chair. The Chair reiterated his offer for someone, as Deputy Chair, to shadow him for a period before taking over..

10. Any Other Business

A survey had been sent out with a link to a frailty questionnaire which was handed out to attendees. Unfortunately, the invite to a related event the next day had only just been received but if anyone wishes to complete the survey, it would be greatly appreciated.

11. Date of Next Meeting

13th October 2026 – time to be agreed but we are hoping to try a lunchtime meeting.