**Maidstone Road Practice**

**Patient Participation Group**

Minutes of Meeting held at 12 noon on Wednesday 29th November 2023

at Upchurch Surgery, Oak Lane, Upchurch

1. **Present**

Marion Richardson, Michelle Williamson, (Receptionists)

Bonnie Olsen (Nurse Partner) Ray Kemsley (chair), Jan Bunting (Secretary)

Jackie Brown, David Kew, Rev Ron Partridge and Gill Renshaw

Claire Turner (Practice Manager) was welcomed to the meeting

1. **Apologies for absence** – Dave Candy and our new member from Rainham, Stuart
2. **Items arising** not covered by agenda – Green rubbish bin at Rainham is still an ongoing issue with no solution as yet.

Minutes were approved and proposed by David Kew, seconded by Gill Renshaw

1. **Staff Changes**

We have a new advanced nurse practitioner, Lucy who has experience with GP practices and nursing. Also, Candy a new receptionist at Rainham.

It was reported that 60 patients did not attend for their booked appointments – this figure includes both practices. Some genuine non attendance but seems to be a national problem at present.

1. **Covid / Flu vaccinations**

Good attendance for the flu jab 964 (over 65 yrs) plus 381 at risk groups (18 – 64 yrs) and 43 (2 – 3 yr nasal spray)

Further drive on shingles, diabetes, blood pressure, medical reviews, asthma, COPD all taking place. Shingles age range was mentioned and quite confusing for some to understand also, two doses now given.

1. **Surgery Programme**

The reviewing of the practice Mission Statement is being undertaken by Bonnie. She would like to develop this and would welcome suggestions on core values, principles and standards we would like to promote. Our last CQV visit was 5 years ago.

Claire nothing to add to this at the present time. The practice information leaflet needs updating and there are plans to reissue a new one which Claire is looking into.

1. **A.O.B.**
2. David Kew to obtain salt for bad weather
3. Railing near parking space on the front of the building needs replacing as could be a safety issue
4. NHS notes to go on Rainham board
5. **Confidential items** – none
6. **Date of next meeting** Wednesday 24th January 2024 at 12 noon

Meeting closed at 12.45 hr