

Patients Participation Group Meeting
Minutes of Meeting held in the Memorial

Hall Annexe

Monday 20/04/2026

Chairperson: Karen Mannering (standing in for) Philippa Jones

Minutes: Karen Mannering

Present: Mr & Mrs R, Adams, Mr G Bedford, Mrs B Hanks, Mrs. G Holloway, Mrs G McKay, Mr & Mrs R Sharp, Ms K Staff, Mr & Mrs C Stafford, Mrs E Wood

Woodchurch Surgery: Dr J Hickey, Mrs H Fox

Guest Speaker: Ann Tiplady

Apologies: Philippa Jones, Penelope Coe, Denise Neilson

Chair's Welcome:

Karen welcomed everyone and explained that she was standing in tonight as Philippa is away. She also outlined a proposed change to the way in which minutes of the meeting will be handled and distributed in future. As there is now an emphasis on going paperless (and 'green initiatives' are at the forefront of everyone's minds), together with climate issues around distribution, there is a proposal that minutes will not be printed out in future and only sent by email, with (perhaps) one paper copy available in The Hub. This appeared to find favour with those within the group, however we aim to be inclusive and Karen suggested that if anyone was unhappy with the situation, or needed their own paper copy, then they should speak with either Philippa or herself.

Minutes of Last meeting (16/02/26)

Accepted

Matters Arising:

There were no matters arising.

Ann Tiplady

Our speaker this evening was Ann Tiplady who heads up our Anna Chaplaincy service, based in Woodchurch. Anna Chaplaincy started six years ago and now has over 600 programmes across the country. The focus of Ann Chaplaincy is a Christian initiative to administer to older people, needing support. It can cover a whole range of provisions (and Ann visits and

administers Holy Communion) to residents at three Nursing homes – Woodchurch, Ashminster House in Ashford and Halden Heights in High Halden. Although the service also provides support and occasional respite for older people with dementia in Woodchurch most evident is the ‘Remember When we were Young’ group that meets fortnightly in the Cabin near to the Scout Hut. Here the group play games and do activities based around stimulating memory. The focus is on having a good time, laughter and friendship, and there is tea/coffee and biscuits/cake all round.

The service is totally self-funding and receives nothing from the Church and therefore it is always looking for both funding opportunities and volunteers – especially people who would be available to offer emergency cover.

If you are interested in finding out more please contact Ann Tiplady on 07777167246, and there is also an information website available about Anna Chaplaincy at www.annachaplaincy.org.uk .

Woodchurch Surgery update from Dr Jack Hickey and Helen Fox

Dr Hickey and Helen Fox led a very interactive Q&A session regarding the workings of the Medical Centre.

As an overview there has been a few changes to note:

- Laura (the HCA) is having a baby and has needed to stop working and therefore Georgia is stepping up and is in training to be an HCA.
- There is to be a new nurse called Claudia. She finished her training at the William Harvey Hospital (in A&E) and is now moving into general healthcare.
- We are likely to be getting trainee Parisa back and she may be joining as soon as next week.
- We are keeping in touch with all staff who have moved on and they are all doing extremely well. Most are working locally and it is great to see local retention of talent.

There were many questions including:

Q: What is an HCA

A: HCA's are Health Care Assistants. They are trained to take bloods, blood pressures, ECGs etc.

Q: Can you explain the John Hopkins Clinical Group System?

Over a long time people have been trying to work out how many people are using the service and then using this data to make predictions as to the health of the area and where

services need to be targeted in the future. The Government has decided which areas will be in which groups and they also look at hospital admissions. Each group is then given a rating. At the moment it is a work in progress as the data entered is retrospective, therefore the data is already a month old by the time it is uploaded. Given that it then needs to be analysed it could be 6-12 weeks old by the time it is featured in a report. It is assumed that the JHCGS will become more immediate in time and that longer time studies will begin to show year on year trends.

Q: Given that no one in the room knew about Anna Chaplaincy how can we ensure that the right people get this information (along with other support information).

A: Information provision is always a problem as it needs to be maintained to remain up to date. However Keeley the Social Prescriber is a useful person to ask as she knows many of the local support mechanisms.

Q: Can we have an update on patient distribution in our area?

A: At present we are able to accommodate more patients but we have to bear in mind that many more houses are going to be built in the area. Guidance is that there should be one GP for every 2000 patients, and so far we are within that. Chilmington Green is an area for debate as (part of the development) a new surgery was planned. However. Dr Hickey pointed out that it is one thing to build a surgery but another to find a full staffing contingent to run it. Therefore at the moment we are open to patients from there but may need to revisit this in the future.

Q: Are there any Covid vaccines available?

A: Yes some more have just arrived and they are available to patients over 75 and also some specific targeted groups.

Q: Will you be inviting over 80s for RSV vaccines?

A: Yes, but you can also contact reception to book an appointment.

Q: Why do I no longer get texts about my prescription to tell me it is ready?

A: The dispensary now have a new system that will send you a text when your prescription can be collected. It is automated but the rule of thumb is that, unless the medication is out of stock, it will be ready after 3 working days. The dispensary dispense between 11,000 and 12,000 prescriptions per month.

AOB

None

Next meeting:

Monday 3rd August 2026

Many thanks to Liz Wood (of the “Heavenly Helpers”) and also Gillian Holloway for providing refreshments.

The meeting was closed at 7.00pm