



# WEST MALLING PARISH COUNCIL

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**Clerk to the Parish Council: Claire Christmas**

**19<sup>th</sup> March 2018**

Petition being handed to Vicki Plummer (Business & Finance Manager), Bob MacDonald (Acting Chair, West Malling Group Practice, Patients Participation Group) by resident Pat Lander and Parish Councillor Nick Stapleton.



**Update 19<sup>th</sup> March 2018 – Statement by Bob MacDonald Acting Chair, West Malling Group Practice, Patients Participation Group**

**News Update from the West Malling Group Practice Patients Participation Group (PPG)**

First – a big ‘thank you’ to Trudy Dean, Chair of the West Malling Parish Council, for offering us this space to communicate with patients of the practice.

We intend to have a PPG news update as a regular feature in this part of Downs Mail, so that patients of the practice can be kept abreast of matters that affect them. This is a great start.

So – what’s happening?

### **First – the PPG:**

The purpose of the Patient Participation Group Committee (PPG), who are all volunteer patients, is to support the practice by liaising between the patients and the practice, and to ensure that patients and carers are involved in decisions about the range, shape and quality of services provided by their practice. We meet 6 times a year with the practice and discuss with them the biggest issues and work hard to support the practice with the many NHS struggles and funding issues that exist for the practice.

We seek to be active in our support. For example: improving communication channels with people who may not otherwise be reached through the usual electronic channels (thus this Downs Mail article); assisting in surveys where required by the practice; suggesting and assisting in setting up a range of sources for volunteer help to patients and carers (for example: contacts and connections with charities in the area, assistance with transport, gardening, housework, health advice, befriending)

We have a number of vacancies on our committee and we are now looking for patients with a wide range of skills and the time available to join us.

Application forms are available at all surgeries or can be obtained by sending me a message at [<wmgpppg@gmail.com>](mailto:wmgpppg@gmail.com).

### **The PPG AGM**

Our PPG AGM is set for Wednesday 21<sup>st</sup> March, 6.30pm - 8pm in the Barn Chapel at "Pilsdon at Malling Community", 27 Water Lane, West Malling ME19 6HH. (5 Mins walk from the High Street). Please enter by the small green gate. The main entrance will be closed

The PPG committee and the Business and Finance Manager Vicki Plummer will attend and will be happy to address questions under the "AOB" agenda item. After the AGM business a Health Adviser will introduce the "One You" programme for our area. We hope to see you there. However, space is limited so please let us know if you would like to come via email to [wmgpppg@gmail.com](mailto:wmgpppg@gmail.com) or ask at any surgery reception for an attendance slip to complete and hand in. Vicki Plummer is also organising several Open Meetings for patients to discuss directly with the the practice the plans for improving services and standards. This will include an opportunity for patients to ask questions about the sale of West Malling site and any other concerns.

The dates will be released soon on the WMGP website and displayed in all reception areas.

### **The West Malling Surgery**

The future of the West Malling surgery has been in the press recently. Here is what the practice says:

As published on our web-site in January 2018, the site has been up for sale since July 2017 and we have 3 serious buyers preparing to make offers. We intend to keep a presence for appointments on West Malling High Street after the sale until we have an ideal location for West Malling patients of all ages.

### **The Background**

The Milverton site does not meet with the new NHS criteria for surgeries, which is to move all primary care services into commercially viable buildings. Further, the NHS plan for practices is to have services for around 30,000 patients in one location. This is relevant to us due to our size, 20,500 patients and growing.

We are researching “IF” the reality of the NHS ‘super-practice’ plan is right for our patients. We are working with West Kent CCG and with local authorities to create infrastructure and services that are outstanding and enable all patients to easily access them. We are looking at all options and we will ensure any changes in sites, more sites or less sites will cater for the needs of our patients including the elderly and all vulnerable groups together with the range and quality of services we offer.

Our vision is for a practice and facilities that we can all be proud of, that caters for everybody’s needs and is rated as outstanding by our patients.

We hope that as we communicate and share our thoughts, then we can share the challenges we face together. We are on our way to making our vision a reality .

In order to create the dream primary care service we are happy to look into questions you have and any site options you may wish us to consider.

PPG Comment. We are here to help get your views over to the practice. Please let us have them.

## **OTHER NEWS**

### **“One You”**

One You aims to encourage adults, to take control of their health to enjoy significant benefits now, and in later life. One You Kent offers fantastic local support and information to help you achieve a healthier lifestyle. There is information in surgeries and on-line at [www.oneyoukent.org.uk](http://www.oneyoukent.org.uk).

### **Stroke Services Consultation: Have your say!**

The NHS is asking for people's views on proposals to establish new 24/7 hyper acute stroke units. The consultation runs until 13 April 2018. There information in surgeries and on-line at [www.kentandmedway.nhs.uk/stroke](http://www.kentandmedway.nhs.uk/stroke) .

### **An Important Message from the Practice Regarding Measles**

Since November, measles outbreaks have been declared in Leeds, Liverpool, Birmingham, Manchester and Surrey that are linked to large outbreaks in Europe, with Romania, Italy and Germany being the worst affected countries.

ALL of the cases have been reported in children and adults who have NOT received two doses of the MMR vaccine!!!.

Call the surgery if you feel you or your family members may be at risk.

I hope this first news update is helpful to you. The PPG can help but only if you tell us. We get feedback from patients by mail to our email address. If you wish to be added to our list to obtain updates by email or give us feedback, please send us a request on this address: <[wmgpppg@gmail.com](mailto:wmgpppg@gmail.com)>. You can also get updates from our Facebook page.(Search for <WMGP Surgery Information Page> in the Facebook search window). For those who prefer not to use email, letters handed into surgeries and addressed to the PPG will reach me.

Bob MacDonald

### **Acting Chair**

### **West Malling Group Practice Patients Participation Group**

UPDATE 29<sup>th</sup> January 2018

Since this statement was posted we have been advised by the surgery that the property remains for sale. They add they expect to remain there throughout 2018.

We also understand that Dr Reichelm is currently practicing just outside the Gold Coast in Australia.

Following a meeting on Friday 19 January with the Acting Chair of the West Malling Practice Patients Participation Group Bob Macdonald, the following statement was agreed for publication.

“The surgery in West Malling has been sold subject to contract.

Parts of the main original house are said to be unsafe for use and the listed building is too expensive to restore and operate as a modern surgery within the rules covering alterations to historic houses.

The practice is still discussing its long term plans for how many surgeries are needed and where they should be. However, the practice has made a commitment to maintain a presence for appointments on West Malling High Street albeit on a reduced scale. The practice is looking at extending the number of appointments available in Leybourne and increase the number of days/hours of opening should it be found that there is a need.

Extending the existing premises at Kings Hill to meet the needs of the growing list has been extensively researched. It has proven to be impossible to do this, car parking being one of the key issues.

The first floor of the property at Kings Hill is currently under used and it is more likely than not that the top floor will be used to house the back-office staff currently occupying the top floor of the West Malling surgery when it is sold.

An improved system of keeping patients informed of changes is being discussed. Patients are encouraged to sign up for email updates from the PPG. (Patients wishing to receive updates should send a request to Bob MacDonald on [wmgpppg@gmail.com](mailto:wmgpppg@gmail.com)).

As Chair of MAP Trudy encouraged use of the 'Malling Mail' pages in Downs Mail to ensure non-computer users can access information. Bob said he fully intends to begin using this important communications channel.

The number of patients registered at the practice continues to increase with rising birth rates and new housing. The patients registered have now exceeded 20,000. Doctors are reviewing how they can best meet the needs of the growing population or whether they should close the list to new patients.

The Patients Participation Group AGM will take place in March and meeting rooms in West Malling were discussed. Applications to join the group should go to Bob MacDonald on [wmgpppg@gmail.com](mailto:wmgpppg@gmail.com)

The PPG Committee is a group of volunteer patients who work in partnership with the clinicians and the practice management (the practice) as a constructive critical friend with the aim of continuously improving of the levels of care, service and satisfaction that patients are saying that they are experiencing from the practice.

In this context, '*partnership*' explicitly means ways of working adopted by the practice and the PPG that include:

- The open communication of and sharing of ideas and information
- Discussion and consultation
- Deciding and acting together
- The maintenance of trust and confidentiality