



## BUXTED & EAST HOATHLY & MANOR OAK Patient Participation Group (PPG)

### Minutes of PPG meeting held on Tuesday 5<sup>th</sup> December 2023 at the Buxted Medical Centre

**Present:** Martin Ensom (Chair), Alison Ledward (AL), Stephanie Newman (SN), Linda Mason (LM), Gina Cuthbertson (GC), Jean-Mary Crozier (JMC), Sue Oven and Mike Batchelor (MB)

In Attendance from Practice: Charlotte Luck Practice Director (CL), Martha Newman

	TOPIC	ACTION BY
1.	<b>Welcome:</b> The Chair, Martin Ensom welcomed all to the meeting.	
2.	<b>Apologies for absence:</b> Apologies were received from Bob Ruthven, Jonathan Walker, Lynne Fraser, and Dr Perry. <b>Post meeting note: The Chair informed the committee post meeting that Jonathan Walker had tendered his resignation from the PPG committee due to his work commitments. We are hoping he may be able to rejoin the committee at a later date, if a space is vacant. He will be very much missed by us all as a valuable former chair and participant to the committee, and we would like to thank him for all his support and commitment to the PPG. The Chair will write a formal letter on behalf of us all to thank him.</b>	Chair
3.	<b>Minutes and Matters Arising from meeting held on 4<sup>th</sup> October 2023:</b> Minutes were agreed as a correct record by the group.  <b><i>Matters Arising not on the Agenda.</i></b> AGM minutes final draft have been circulated by Stephanie Newman (SN) to the Chair, they will go out with the next meeting's papers. SN asked CL to check that the Practice attendees looked correct.  Alison Ledward (AL) asked Charlotte Luck (CL) Whether she has managed to recruit any additional email addresses from patients for our distribution list at the vaccination sessions? CL not possible unfortunately due to staffing.	Chair/CL
4.	<b>Surgery Update:</b> The Chair welcomed Charlotte Luck (CL) to the meeting who gave	

the following Practice Update.

**Staffing Update.**

Dr Carly Jenkinson commenced 3 days a week on 30<sup>th</sup> October.  
Dr Jessie Drake will be returning in the Spring for 2 days a week.  
Lead nurse Layla has unfortunately moved away but a new lead nurse has been appointed, a very experienced practice nurse, Raine Lacey.

New nurse Lara will be starting at the end of January.

One of the reception staff has been promoted to an administrative position and is responsible for managing the emails into the surgery.  
2 staff have been promoted as dispensary supervisors.

Training Drs currently in place, Dr Sian Johnson (8 months), and 2 new registrars starting shortly, Dr Natasha Povey for 12 months and Dr Meghan Robertson for 4 months.

Staff induction day on 8<sup>th</sup> November took place.

1<sup>st</sup> October introduced an employee assistance programme to support staff and their partners with health and wellbeing.

4000 flu and 4,200 covid vaccinations delivered since 1<sup>st</sup> September.  
Shingles vaccinations have started, using the latest vaccine Shingrix.  
Shingles vaccination is 2 doses and the appointment for the 2<sup>nd</sup> vaccination has been given to those eligible patients.

Reception team moving to Manor Oak apart from one in the front desk of the reception area.

Better training and better support by having a team physically together with the aim of building the team.

3 dolls 'waiting to live campaign' wait on the chairs to encourage dialogue on transplantation.

<https://www.organdonation.nhs.uk/get-involved/news/hundreds-of-dolls-made-to-represent-children-waiting-for-transplant-as-part-of-a-new-campaign/>

'Meet the practice director' sessions held in the waiting rooms with existing patients waiting spoke to around 25 patients with predominantly positive feedback received.

One feedback from a patient who needs regular injections every 12 weeks and how this can be accommodated at a nurse clinic more easily than it is currently.

Looking at trying this 12-week schedule with one nurse clinic  
Patients were happy overall that they can attend over the 3 surgery areas.

Patient had an issue with the phone queue not moving up, a technical issue, when people opt for a call back those patients have priority so that will halt the queue, this was noted and hopefully can be incorporated into the patient information leaflet on this, coming up on agenda item 7.

Overall call back system was liked.

Discussion on how patients can best access their blood/test results, via NHS APP as the practice staff are not allowed to give out the numerical results over the phone.

Printed copies can be requested but would possibly add to the admin burden so CL would need to review this.

NHS APP information for patients would be better.

5.	<p><b>Thematic Complaint Data</b>  Martha Newman took the group through the data from 1<sup>st</sup> October – 30<sup>th</sup> November.  Themes are:  Telephone System, (4) referrals, (2) prescriptions, (5) non NHS reports, (2) wanted earlier phone call (1), that the surgery was not busy enough (in the waiting room!), (1), distance to travel to surgery, (1), no on the day appointments for non-urgent medical need, (3), online consultations, (1), text communication, (1), covid home visit, (1).  Noted this data was number of themes not the number of actual complainants, e.g one patient several theme issues.  Group asked for the number of patients in future to be shown for clarity.  13 patients had complained in Oct/Nov out of 16,500 patients.  Prescriptions had the highest category numbers; issue was with external community pharmacy.  Drug monitoring blood tests, if patients don't book this then the prescription for the medicine cannot be issued. Has caused some complaints from patients but having the blood test is of importance.  Yearly health reviews are still taking place, text messages will go out so the patient can book it around their birthday.  Unfortunately Brexit issues with medication shortages remain.  The committee thanked MN for her feedback and congratulated the practice staff on their work on this and were pleased at how small the numbers actually are.</p>	MN
6.	<p><b>Medication Dispensing System</b>  <b>Dr Perry to discuss this at a future PPG meeting.</b></p>	Dr Perry
7.	<p><b>Phone System</b>  Jean- Mary Crozier (JMC) produced an information leaflet for patients on the telephone system.  Further work is to take place to refine this shortly, meeting scheduled on Thursday 7<sup>th</sup> December 2023.  Call times are definitely coming down.  AL asked can this work be expedited as the system has been in place for some time.  Need to be able to communicate the good progress through the newsletter, &amp; Facebook.</p>	JMC
8.	<p><b>Feedback from the Patient Survey:</b>  The Chair will complete this work and produce a short summary and needs communication appropriately.  Linda Mason (LM) asked CL for a Practice Update summary to go out via the Parish Council Magazine for Buxted and will send her details.  Stephanie Newman (SN) requested we also send to the Framfield and Blackboys Parish Magazine and East Hoathly too.  SN will send the details to CL, JMC can provide for East Hoathly.</p>	LM/CL/SN/ JMC
9.	<p><b>PPG Newsletter:</b>  Chair thanked Mike Batchelor for his hard work and gave his</p>	

	<p>appreciation.  Self-help, information and communication, was MB key principles and intent.  Previous newsletters have always supported this too, so committee keen that does continue.  Discussion held on content and format.  Some concern raised on ensuring we can describe what the PPG is doing and focus on what our priorities are.  We do require an update from the surgery.  Need for a wider brief to support the patient age groups and topics.  Important to have factual information and not personal opinions.  Clarity on a timetable for providing content and for support with LM to support the newsletter format on publisher.</p> <p>Relaunch would be two pages with a foreword from the Chair, giving an update on the PPG, practice update from CL, a short report, with link, re the phone systems and a request for patients to sign up to the PPG e-mail address, etc. Plus, a short piece linking to the Health Awareness displays in the surgeries and themes/topics that we are looking at going forward. This first Newsletter would not contain the additional information that Mike had included to date in his draft.  These subjects, with agreement from the committee, would be discussed at future meetings and could be included where thought to be appropriate.  Aim to have this relaunched Newsletter published in January 2024.</p> <p>AL had previously written a description of the PPG and will send it to the Chair.</p>	<p>CL</p> <p>Chair/MB</p> <p>AL</p>
10.	<p><b>PPG Facebook Page:</b>  Lynne Frasier (LF) is the lead on this work stream.  No update currently.  Chair will contact LF to discuss.</p>	<p>Chair</p>
11.	<p><b>PPG Health Awareness Display Boards:</b>  LM, GC and Sue Ovens (SO) met with CL and reviewed the information currently held at Buxted.  Topic agreed of “Dry January”. LM has emailed for information, CL described the ‘One you’ East Sussex self-improvement programme.  All 3 surgeries to be reviewed for space to accommodate this information.  CL discussed a Mental Health (MH) initiative Mental Health in Mind which is an NHS Sussex programme for patients and although MH has been the recent topic this and information on ‘SAD’, seasonal affected disorder was thought to be a good idea.  Next display will be in January.</p>	<p>LM/GC/SO</p>
12.	<p><b>Diary Dates for PPG Meetings:</b>  Dates were circulated to all prior to the meeting please let the Chair know date availability.</p>	<p>ALL</p>

	Date of the Next Meeting to be held on Monday 5 <sup>th</sup> February at 6pm	
13.	<p><b>Any Other Business:</b>  SO raised the issue of the PPG Box, was this emptied, and are there boxes in the other 2 surgeries. It was confirmed there is one in East Hoathly.  It was confirmed they are emptied.  CL informed the group there is an issue with the junior Dr strikes in secondary care.  Huge pressure on G.Ps.  AL reminded the group of the junior Dr strike dates noted on 20<sup>th</sup> December for 3 days and on 3<sup>rd</sup> January for 6 days.  High Weald (HW) PPG forum, Richard Hallett is providing a report patient for NHS Sussex on working with PPGs , AL has been asked to input to this. No meeting has been held recently of the HW PPG forum.</p> <p>Gina Cuthbertson described an individual patient issue with regard to antibiotics prescribing which was difficult as no G.P available. CL explained that antibiotic clinical scrutiny is important so we cannot just prescribe without that. If no G.P available then 111 can be helpful.  CL happy to review the individual issue if the patient wishes.</p>	<p>AL</p> <p>GC/CL</p>