



BUXTED, EAST HOATHLY & HORAM Patient Participation Group (PPG) Minutes of PPG meeting held on 8th November 2018 – 1.30pm at the Buxted Medical Centre

Present: Alex Pincus (Chair), Linda Pugsley, Carol Sweetland, Pat Linfield, Sylvia Shilliam, Stephanie Newman, John Wenham, Deirdre Browning and Gillian Rice.

In Attendance from Practice: Sara Sawyer, Jackie Smith

	TOPIC	ACTION BY
1.	<p>Apologies for absence :</p> <p>Apologies from: Dr Elizabeth Gill Jean Holmwood Alison Ledward Jonathan Walker Vanessa Biggs Stephanie McKenzie-Hill, Alison Ledward Peter Wardbooth</p>	
2.	<p>Adoption of minutes of last meeting and action items:</p> <p>Chair opened the meeting by giving our condolences to the staff and to the family of Francesca Margetts, senior receptionist at the Buxted surgery.</p> <p>Jackie Smith (JS), informed the group that a book of condolence was available, the funeral was to be held next Friday at 12 at St Phillips Church, with a celebration of life to be held at Barnsgate Manor.</p> <p>Minutes of the last meeting held on 13th September were agreed as a correct record by the group.</p> <p>Jackie Smith to action their publication on the website.</p> <p>Noted that approved the previous 2018 minutes were now available on the Buxted and East Hoathly practice website.</p>	JS
3.	<p>Surgery Update:</p> <p>JS informed the group of difficulties with obtaining stock of flu vaccine supplies this year as criteria had changed for over 65s, and they had to obtain a different vaccine which was only available from one supplier. This was a national problem and the change had taken place after the regular flu vaccine orders were given, so proving difficult. Orders have now been placed early for next year.</p> <p>Feedback from members of the group that flu clinics attended had gone well, especially on Saturdays</p>	

	<p>Dr Jenny Andrews would be starting as a salaried Dr on 19th November, 7 sessions a week, 3 days and 1 morning, and is qualified to do minor surgery, which will increase the sessions available for patients and help with the waiting list. New HCA started Tanya Romans. New improved access to appointments was noted, as now available 8am-8pm Monday to Friday and on Saturday morning.</p> <p>HERE, http://www.hereweare.org.uk have been appointed by NHS England, to provide further out of hours services https://www.extendedhoursservice.co.uk across our CCG, (Clinical Commissioning Group) . They currently work predominantly in the Brighton & Hove area.</p> <p>Action: JS agreed to ensure all news updated on the website.</p> <p>Chair requested that the surgery add the new partner to the board</p>	JS
4.	<p>Website Update: JS now has admin user password to update the website, as per actions. Sara Sawyer can also now edit.</p> <p>Stephanie Newman, (SN) updated the group that she had not made contact with the practice with regard to the website actions due to the sensitivities of Francesca’s sad untimely death, and thanked JS for her actions.</p> <p>SN reminded JS that she would be happy to be involved, as and when required, as the PPG contact for the website.</p> <p>The Chair stated that the IPSOS MORI poll responders had said that 50% said they access the website and 70% said that it was easy to access.</p>	JS
	<p>Patient Participation Constitution Chair had circulated the Buxted and East Hoathly PPG constitution for members to review The group noted the Chair’s addition of the statement that “the PPG is not a channel for concerns regarding you or your family’s treatment or service. These should be addressed directly to the practice”, as discussed at the previous meeting. The group agreed this with the recommendation it should be in the aims and objectives not a N.B footnote.</p> <p>Linda Pugsley (LP) raised under membership of the group a clause is required to state that “officers are subject to re-election every 3 years”, Chair agreed to add this in.</p>	AP
5.	<p>Patient Feedback: Pat Linfield (PL) reported that no comment forms had been received</p>	

6.	<p>IPSOS MORI Practice Survey 2018</p> <p>Chair had communicated with IPSOS MORI with regard to the survey and had been reassured that it is a good representation of what patients think, but that it is not valid to compare with last year, but comparing with other surgeries of a similar size is ok. 231 surveys sent out to patients, 115 returned giving an average 50% return.</p> <p>Areas to review: 61% of patients who find it easy to get through to the practice on the phone, below CCG average 68% and the national average 70%; 47% of patients who are satisfied with the general practice, local CCG average 65% and the national average 66%</p> <p>56% of patients who describe their experience of making an appointment as good, local CCG average 71% and national average 69%.</p> <p>The group discussed with JS the progress of the proposed telephone caller queuing system as they felt it would greatly enhance the patient experience for when phoning in at least know where they were waiting for an answer, rather than hanging on with no clue.</p> <p>The Chair agreed to talk to The Meads and Bird in Eye chairs to see how they manage their process on appointments systems.</p> <p>All agreed that the PPG need to support promoting awareness of how best patients can access appointments, and tie this in with promoting self-care.</p> <p>Noted that overall experience was rated 82% and there were some very positive results in the survey as well for example 90% of patients who find the receptionists helpful.</p>	<p>JS</p> <p>AP</p>
7.	<p>Health Awareness Displays</p> <ul style="list-style-type: none"> ○ November/December 2018 – Sight & Hearing Deirdre Browning, Carol Sweetland & Hearing Linda ○ January/February - Healthy Living <p>Dr Quintana is running a self-care week 12-18th November.</p> <p>Sight bus coming on 20th November. Hearing bus 29th November.</p> <p>Topics are required for 2019 March/April May/June Sara will raise this at next clinical meeting for input into next year's topics. Request from LP re newsletter topics.</p>	<p>SS</p> <p>LP</p>

8.	<p>Patient Representative Group (PRG) Update.– (Note the PRG Group is a collaboration of the locality PPG Chairs): AP</p> <p>Feedback on the Joint PRG meeting which includes representatives from the North and South PRG members, was given by SN and PL who attended, noted that the full minutes had been circulated to the group.</p> <p>The Chair noted that the opening remarks by the PRG Chair Beth Simons had appeared noteworthy, asking the CCG how can we, as patients, continue to contribute effectively and what lessons have been learned?</p> <p>SN said that the presentation by the CCG Chief Financial Officer on the financial challenge 2018/19 had been very good, but unsurprising, as historically the financial challenges continue to roll over, albeit in different shaped/named organisations, often leading to poor historical memory, and leading to reinventing wheels, with no evaluation of previous legacy financial recovery plans, which was a shame.</p> <p>Pat Linfield commented it had been an informative meeting; very interesting to hear that the apportioned spend on G.P services is around 8%.</p> <p>A presentation by Ashley Scarff, Director of Commissioning & Deputy Chief Officer was circulated to the meeting but wasn't discussed in detail, SN asked the group to note the work proposed on Clinically Effective Commissioning, attached.</p> <p>The PRG had also received a CCG Patient and Public Engagement Annual Report for 17/18, attached.</p>	
9.	<p>A.O.B</p> <p>LP asked on the progress on the Practice Photo board? Action from the last meeting not completed – “JS and SS agreed to ask staff permission before they approach Jean re photos”. JS to action.</p> <p>Alison Ledward emailed the Chair to say how disappointed she was to observe how few people use the hand gel in the surgery. The group noted it was at the reception SN said she usually checked in on the screen and did not go to reception area, and subsequently hadn't seen the hand gel.</p> <p>SN suggested it needed to be on the entrance to the building, as they have in hospitals. JS agreed to look to move the hand gel to the entrance foyer from reception.</p>	<p>JS</p> <p>JS</p>
10.	<p>Date of next meeting:</p>	
	<p>2019 Meeting Schedule – BRING DIARIES TO NEXT MEETING</p>	<p>ALL</p>
	<p>Wednesday 9th January 2019</p>	<p>5.30pm</p>