



BUXTED, EAST HOATHLY AND MANOR OAK
PATIENT PARTICIPATION GROUP (PPG)

Minutes of PPG Committee meeting held at 6.00pm on 27th March 2023
By Zoom

Present: Bob Ruthven (BR) (Chair), Jonathan Walker (JW), Linda Pugsley (LP), Alison Ledward (AL), Linda Mason (LM), Martin Ensom (ME)

Practice Representatives: Martha Newman (MN) (Operations Manager).

| | TOPIC | ACTION BY |
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| 1. | <p>Apologies for absence:</p> <p>Stephanie Newman, Charlotte Luck, Julie Meredith and Lynne Fraser had given their apologies.</p> | |
| 2. | <p>Prospective new member of the PPG Committee</p> <p>Gina Cuthbertson was invited to speak to the meeting about her interest in joining the PPG.</p> <p>After her presentation Gina was asked to leave the meeting.</p> <p>There followed a discussion and it was agreed to invite Gina to be co-opted to the PPG Committee.</p> <p>(BR) to send an email invitation including asking permission to share her email address.</p> | BR |
| 3. | <p>Minutes and matters arising from meeting on 17th January, 2023</p> <p>The minutes were proposed for approval by AL and seconded by LP, as a correct record of the meeting, and agreed unanimously. A signed paper copy would be placed on file.</p> <p>A copy of the minutes was forwarded to LM and ME.</p> <p>Social media - LP would carry on with the administration for the moment.</p> <p>JW stated that when he tried to book an appointment through Patient Access for Manor Oak, he always received the message:-</p> | LP |

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| | <p>“Sorry, your practice does not currently have any appointment slots that can be booked on-line”</p> <p>There was a general discussion about the use of online bookings.</p> <p>When using Patient Access, everyone received the same message as JW.</p> <p>When using the NHS App, the message was:-</p> <p>“No appointments available to book online at this time”</p> <p>MN said that only six appointments per day were released for online bookings and this was only when the surgery was fully staffed. As the surgery was often understaffed there would often be less than six released or indeed, none at all.</p> <p>JW asked for more information on online bookings. i.e. How many appointments had been released for online bookings over the last month and how many had been booked?</p> <p>MN said she was unable to access these figures at present, but would try and provide the information requested.</p> <p>MN stated that online appointments were made for targeted groups such as cervicale smear tests.</p> <p>There followed a general discussion about the display board in the Buxted surgery. It appeared that the banner for the display board had been lost when the last display was taken down. BR stated that if it was not found, Buxted Construction would finance the purchase of a new banner.</p> <p>The next display would be on mental Health.</p> <p>LP would put up the display and MN would do the necessary photocopying.</p> <p>There was a discussion on Heathfield list closure and the effect on the Buxted, Manor Oak and East Hoathly surgeries.</p> <p>MN stated that closures needed permission from the Health Authority, which was hard to get and time limited.</p> <p>The request for a map of the practice area and capacity of the practice had not been done but was in hand.</p> | <p>MN</p> <p>LP/MN</p> <p>MN</p> |
| <p>4.</p> | <p>Other Matters discussed.</p> <p>Patient survey</p> <p>JW had circulated a draft of the proposed patient survey and had received some feedback.</p> <p>ME agreed to coordinate getting the survey finalised and distributed with the help of other members of the PPG.</p> | <p>ME</p> |

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| | <p>It was noted that Gina Cuthbertson had experience of surveys and it was hope that she could assist, assuming that she agreed to join the PPG.</p> <p>Annual General Meeting – July, 2023</p> <p>It was proposed that the AGM be held in July, 2023. BR stated that if he was to be in the chair, it would have to be before the 10th July as he was away after that for 5 weeks.</p> <p>JW stated that he would be unavailable for any extra PPG work until the autumn biut would remain a committee member.</p> <p>AL propose that a working party meet to organise the AGM. The following would be members of the working party:-</p> <p>Alison Ledward Lynne Fraser (Hopefully fully recovered) Bob Ruthven Linda Mason</p> <p>Date in April to be agreed.</p> | <p>GC</p> <p>LF/BR/AL</p> |
| <p>5.</p> | <p>Date of Next Meeting:</p> <p>The next full meeting would be on 6th June, 2023, and held at Buxted surgery. The Paramedic Sue Hunter would, hopefully, be able to address the meeting.</p> | <p>LF/BR</p> |