**BUXTED, EAST HOATHLY & HORAM PPG**

Minutes of PPG meeting held on Friday 25th September 2020

1.30pm by Zoom Video Call

**Present**: Linda Pugsley (Chair), Norman Pugsley, Vanessa Biggs, Quentin Burch, Lynne Fraser, Pat Linfield, Stephanie McKenzie-Hill, Julie Meredith, Sylvia Shilliam, Carol Sweetland, Jonathan Walker, and John Wenham.

**Surgery Staff -** Dr Sarah Perry, Sara Sawyer

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|  | **TOPIC** | **ACTION BY** |
| 1 | **Apologies for absence:** Alison Ledward, Stephanie Newman, Fiona Thorpe, Sue Trenchard. |  |
| 2 | **Matters arising** **from last meeting:** None |  |
| 3 | **Surgery Update**: Dr Perry and Sara Sawyer joined the meeting and were asked to give a surgery update. This included a new GP starting covering 8 sessions a week, 2 days Buxted, and 2 at Horam. There will also be a new registrar for 4 months, and some new reception staff at Buxted.  **Regular update on activities arising from CQC report:** CQC restarting on site visits in October, dependant on Covid development.  The surgery is moving ahead with Communications and new software to improve communications between all 3 sites. They are also launching a new learning hub for all staff.  There are still flu jab spaces available, 2000 patients have already been vaccinated. Flu jab appointments are now available at East Hoathly. Patients at risk are being contacted to make an appointment. Reception will provide a list of Flu Clinic dates for LP to circulate on local Facebook site etc.  PCN are looking to restore Community Navigators and increase their availability.  Online consultation - new software is being implemented allowing some appointments to be available online and online two way communication between GPs and patients. |  |
| 4 | **Return of regular clinics:** LP asked if the surgery were now proceeding with annual reviews.  Dr P stated that they were restarting clinics cautiously; Chronic disease reviews, Baby imms & smears are both continuing. Health checks to restart after flu jab clinics have been completed.  LP queried if patients were being contacted. Dr P said, some will be contacted but other will have to remember to book the required test and appointment as they have done previously. |  |
| 5 | **Regular update on activities arising from CQC report**: See 3 Surgery update. |  |
| 6 | **Update on PPG Survey:** NP presented theresults so far and highlighted the major issues raised.  **E Hoathly:** Closure was not communicated widely enough to patients causing anxiety to patients and this made them feel that they were 2nd class patients.  It is difficult to travel to Buxted for EH patients without their own transport – a bus and a train in each direction take a very long time. Lack of impact planning.  There was discussion around the close of EH and why it was closed. It was decide to zone the 3 practices to close EH to shield the staff. The patients felt abandoned even before Covid, as increasing number of appointments were being diverted to Buxted and closing EH increased their concerns. Better communication would have allayed some of their fears. Just using the website is not sufficient to inform all of the patients, other methods of communication need to be used.  **Telephoning for appointments and availability** - Longer wait time due to EH closure and reduced appointments due to Covid precautions.  When ringing for an appointment, if you were at the end of the queue, usually there were no appointments available and some patients were ringing in for several days before getting an appointment. This was partly cause by the overflow of EH patients calling Buxted, while Manor Oak seemed to be managing quite well. Dr P explained that there had been unprecedented demand due to Covid and a shortage of doctors during August. The situation should improve with the new Doctors joining the practice.  **Triage through reception:** There were some instances of patients being denied appointments through lack of understanding of the patient’s condition and/or requirements. Dr P stated that additional training was being undertaken & commented that it had been a very difficult time for all concerned.  There were also issues raised around availability and interpretation of test results. Processes in this area need to be improved. |  |
| 7 | **Digital First:** We have been approached by the Digital First commissioner, Brett Hatfield, as part of NP’s Community Ambassador role. BH would like to have a meeting with us to present what is happening in this project and gather patient views. A digital meeting is being suggested during the last week of October. Please email LP by 1st October if you would like to attend the meeting. This will automatically imply permission to share your email address with Brett. |  |
| 8 | **A.O.B:**  **Covid Testing:** The question of testing was raised. It was explained that testing is available at 4 sites around the county and a travelling unit also visits various locations. GP’s do not carry out Covid testing.  There were discussions around the future availability of online appointments after Covid. The plan is to release 25% of appointments for a range of GP services online.  JW asked if a QR code would be put up in all surgeries like the system being introduced for pubs and restaurants, to help with NHS Track and Trace. Sara will investigate.  VB queried the lack of temperature checking on entry to the surgery. Dr P explained that it was not always accurate and the questions asked were more relevant.  LP said that she had met, at a Healthwatch Zoom meeting, a young student who is the Healthwatch East Sussex youth activist and leader for youth participation. He is a student at Uckfield Community College. LP has approached him to see if any young people at the college, who are patients at one of our surgeries, would be interested in joining the PPG to bring the needs and views of young people to the group. | SS |
| 9 | **Date of next PPG meeting – Thursday 19th November @ 1.30 a Microsoft teams Meeting. To be arranged by Sara Sawyer.** | SS |