

## BUXTED & EAST HOATHLY PPG



### Minutes of PPG meeting held on 10<sup>th</sup> January 2018 – 1.30pm at the Buxted Medical Centre

**Present:** Elizabeth Gill, (Part of the time) Jackie Smith, Sara Sawyer, Alex Pincus, Linda Pugsley, Stephanie McKenzie-Hill, Deidre Browning, Vanessa Biggs, Carol Sweetland, Patricia Pope, Pat Linfield, Gillian Rice, Isabel Dean, Sylvia Shilliam

**Apologies:** Stephanie Newman

|   | TOPIC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ACTION BY                                                                        |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| 1 | <p><b>Apologies for absence :</b><br/>Apologies were received from Fiona Thorpe and Stephanie Newman. AP explained that Charlotte Rogers has resigned from the group and AP expressed his thanks for her contribution.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                  |
| 2 | <p><b>Adoption of minutes of last meeting and action items:</b><br/>IPSOS – Item 9, Alex will discuss under Item 9 of today’s agenda</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                  |
| 3 | <p><b>Surgery &amp; Website:</b><br/>Jackie explained that the following to the group:-</p> <ul style="list-style-type: none"> <li>• The partners at Buxted Medical Centre are now partners for Manor Oak Surgery in Horam. During mid April the two surgeries are due to merge contracts. This is not finalised as of yet.</li> <li>• The practice booklet has now been updated following recent changes to doctors retiring etc. This now means that the website can be finalised.</li> <li>• LP asked that all receptionists know the Medical Centre has a website. She overheard a receptionist say they didn’t know there was one. SDS said that she would raise it at the next receptionist meeting.</li> <li>• Carer’s clinic is the 1<sup>st</sup> Wednesday of each month 1-4pm.</li> <li>• Romanie, the Community Navigator from Age Concern is at the surgery every Wednesday. She has replaced Kirat. This service is provided by Age Concern for the over 50’s in providing support in accessing no- medical services, groups or activities which can often help the patient improve on how they feel and what they can do.</li> <li>• Amanda Starling from Health in Mind will be attending every Tuesday afternoon which also means that she will access MAT meetings which take place every two weeks.</li> <li>• The Golden Ticket now has sessions on a Tuesday and Wednesday morning for the newly diagnosed and Thursday mornings for “BLIP”, crisis clinic. These are being co-ordinated by James Gill, the Golden Ticket lead for the practice.</li> <li>• The surgery’s role in pioneering the Dementia Golden Ticket has recently been recognised with an Award from NHS England. This was featured the December PPG Newsletter.</li> <li>• With regard to the website – individual photographs are to be taken of clinician and uploaded to the website. JS and SDS said that this will be actioned by the end of February. The PPG offered to assist</li> </ul> | <p style="text-align: center;">SDS</p> <p style="text-align: center;">SDS/JS</p> |

|                                     | with the taking of the photographs – SDS will liaise should assistance be required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |      |      |                                     |        |                               |        |                                |        |                                     |        |                                   |        |  |
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| 3<br>(Cont)                         | <ul style="list-style-type: none"> <li>The information screens are updated once a month by LP or sooner should the need arise. Thanks were given to LP for continuing to do this on behalf of the PPG.</li> <li>Alex explained that he met with Sue Trenchard (ST), the Practice Manager for Manor Oak Surgery and spent some time over there looking at the set up.</li> <li>AP noted that Manor Oak now have an information screen which they are waiting to be installed. LP said that she was happy to do this for them when the integration is finalised.– AP will liaise with ST regarding this.</li> <li>Please note that LP is away on leave for 5 weeks.</li> <li>ST gave AP contacts of patients who have shown an interest in joining the PPG. AP is making contact with them, so far one is interested.</li> </ul> | AP   |      |                                     |        |                               |        |                                |        |                                     |        |                                   |        |  |
| 4                                   | <b>Patient Feedback – No feedback?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |      |                                     |        |                               |        |                                |        |                                     |        |                                   |        |  |
| 5                                   | <p><b>PRG Update</b></p> <p>Stephanie was unfortunately unable to attend today’s meeting. AP has the minutes from the latest PRG meeting on the 30<sup>th</sup> November 2017, and hopefully will circulate with these minutes.</p> <p>AP requested that perhaps someone from the PRG could attend one of PPG meetings to explain how the PRG works.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | AP   |      |                                     |        |                               |        |                                |        |                                     |        |                                   |        |  |
| 6                                   | <p><b>2018 Meeting Schedule</b></p> <ul style="list-style-type: none"> <li>The schedule for the next year was discussed and agreed. A mixture of lunchtime and evening meetings were booked to accommodate everyone as well as allow for the weather.</li> <li>JS will arrange for a clinician to attend.</li> </ul> <table border="1"> <thead> <tr> <th>Date</th> <th>Time</th> </tr> </thead> <tbody> <tr> <td>March – <b>date to be confirmed</b></td> <td>1.30pm</td> </tr> <tr> <td>Thursday 10<sup>th</sup> May</td> <td>7.00pm</td> </tr> <tr> <td>Thursday 12<sup>th</sup> July</td> <td>7.00pm</td> </tr> <tr> <td>Thursday 13<sup>th</sup> September</td> <td>7.00pm</td> </tr> <tr> <td>Thursday 8<sup>th</sup> November</td> <td>1.30pm</td> </tr> </tbody> </table>                                               | Date | Time | March – <b>date to be confirmed</b> | 1.30pm | Thursday 10 <sup>th</sup> May | 7.00pm | Thursday 12 <sup>th</sup> July | 7.00pm | Thursday 13 <sup>th</sup> September | 7.00pm | Thursday 8 <sup>th</sup> November | 1.30pm |  |
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| March – <b>date to be confirmed</b> | 1.30pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |      |                                     |        |                               |        |                                |        |                                     |        |                                   |        |  |
| Thursday 10 <sup>th</sup> May       | 7.00pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |      |      |                                     |        |                               |        |                                |        |                                     |        |                                   |        |  |
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| 7                                   | <p><b>Health Awareness Displays</b></p> <ul style="list-style-type: none"> <li>A schedule was agreed until September 2018:</li> <li>1 display for 2 months <ul style="list-style-type: none"> <li>Diabetes &amp; foot care</li> <li><b>May 2018</b> - Travel Health</li> <li><b>July 2018</b> - Mental Health/Dementia –Deirdre Browning to liaise with Isobel Dean</li> <li><b>September 2018</b> - Get Ready for Winter/Community Resilience - Stephanie McKenzie-Hill/Carol Sweetland</li> <li><b>November 2018</b> - Eyes – Carol Sweetland</li> </ul> </li> </ul>                                                                                                                                                                                                                                                         |      |      |                                     |        |                               |        |                                |        |                                     |        |                                   |        |  |

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|    | <b>January 2019 - Healthy Living – Stephanie McKenzie-Hill</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |          |
|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |          |
|    | <ul style="list-style-type: none"> <li>• The group welcomed Elizabeth Gill to the meeting.</li> <li>• EG explained about the NHS being on Black Alert – Pembury Hospital has cancelled all elective operations until further notice due to the huge demand during December and January.</li> <li>• We are now starting to promote patient awareness and education and are currently looking at introducing self-help leaflets. It was suggested that perhaps as part of the blurb on the surgery answer phone we mentioned the NHS website to remind patients of the options of choices. JS said she would look into this.</li> </ul> | JS       |
| 8  | <b>1<sup>st</sup> Aid Course for Patients</b> <ul style="list-style-type: none"> <li>• The Buxted Inn, Buxted and East Hoathly Medical Centres have defibrillators and AP suggested that it would nice if the public knew how to use them as well as learning basic first aid/life support training. AP will investigate the feasibility of running a course and will report at the next meeting.</li> </ul>                                                                                                                                                                                                                          | AP       |
| 9  | <b>Patient Survey 2017/2018</b> <ul style="list-style-type: none"> <li>• A request for receptionists to encourage patients to use the NHS choice website was raised. JS to pass the request on.</li> <li>• AP went through some of the figures raised from the IPSOS.</li> <li>• AP requested that the Friends and Family form be changed – JS said it was a good time to do this.</li> <li>• AP requested that an in-house patient survey be put on the next agenda for discussion.</li> </ul>                                                                                                                                       | JS       |
| 10 | <b>A.O.B</b> <ul style="list-style-type: none"> <li>• It has been noted that the Bird in Eye Surgery had a charity box in Waitrose, collecting tokens to raise funds for the surgery. ID kindly volunteered to looking into this for Buxted and report back at the next meeting.</li> <li>• Fundraising – AP to look at possibly starting “Friends of Buxted Medical Centre”.</li> </ul>                                                                                                                                                                                                                                              | ID<br>AP |
|    | Date of next meeting – March 8th 2018 – 1.30pm @Buxted Medical Centre.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |          |