**BUXTED, EAST HOATHLY & HORAM PATIENT PARTICIPATION GROUP (PPG)**

**Minutes of PPG meeting held on Thursday 14th January 2021**

**1.30pm by Video Call**

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

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

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|  | **TOPIC** | **ACTION BY** |
| 1  | **Apologies for absence:** Alison Ledward |  |
| 2 | **Adoption of Minutes of Last Meeting held on 19th November 2020 and Matters arising from last meeting:**No matters arising, all actions had been noted.The minutes to go onto the website | SS |
| 3 | **Surgery Response to the PPG Survey:**The Chair Linda Pugsley (LP) noted that we are still waiting for comments from the surgery, understanding how busy the surgery currently is with the Covid-19 pandemic, but it would be good to get this finished and put onto the surgery website. | SP |
| 4 | **Website & New Surgery Facebook Page:**The Chair enquired why the new surgery Facebook site had disappeared? Sarah Sawyer (SS) reported that there were technical issues with the new social media group but should be back shortly.Quentin Burch (QB) asked why Horam was not on the Buxted website header; LP reported that they have their own website.Concern that the PPG link is not clearly identifiable on the website and the website is missing the approved minutes for nearly a whole year.SS used to update the website but now has a new member of staff who has been assigned this responsibility. | SS |
| 5 | **‘Patient Knows Best’:**Norman Pugsley (NP) discussed a new scheme to get access to your patient records, part of the NHS App, apparently a separate company and software. Unexpected emails have been sent out with a link and people are nervous to open the link as looks like a scam. NP has received calls to say people have received this and are nervous.SS reported it is not coming from the surgery, possibly from NHS England.Seems to be targeting more elderly patients, SS & NP will contact the CCG via their contacts to ask what this is about, and will feedback. | SS/NP |
| 6 | **Electronic Prescriptions (EPS):**LP has received patients concerns that they can’t collect prescriptions from the surgery and want them to go elsewhere, to a pharmacy nearer their work for example. Dr Perry reported that Dr Wright is the dispensing lead, and works with the DDA (Dispensing Drs Association), issue over connecting up with the branch surgeries and EPS with the current software. Issue with the logistics and costs.Dr Perry said, hopefully we will be on EPS in the future.NP asked about the adverts on TV around delivery to your own home, via private companies, not part of the practice, the practice also delivers. It is unclear if these companies charge patients.Stephanie Newman (SN) reminded the group this was an issue we raised at a PPG meeting several years back when the flyers from Pharmacy 2U appeared on doorsteps, we then invited the Buxted Pharmacy lead to the group to discuss. We learned that there is the practice dispensary, which is separate to the pharmacy, separate staff, but patients do not do see that divide. It was a helpful discussion and perhaps we could ask for another update?Dr Perry added that the practice dispensary can dispense to patients living within a mile of the practice with strict criteria. Patients living in Uckfield can therefore choose to have their prescriptions dispensed from an Uckfield pharmacy. This needs to be clarifies for Halland and East Hoathly patients.Buxted Pharmacy is a private provider, but on the surgery site, but can dispense where the practice cannot, and they work closely together.Lynne Fraser (LF) reported that it worked well in Horam, where prescriptions needed to go to Heathfield. | LP |
| 7 | **DNA Rate during COVID-19:**Healthwatch request if the DNA rate has gone up or down since March 2020.Dr Perry stated that face to face appointment DNAs have gone down due to telephone triage.Phone calls to patients can be a problem, with no answers or answerphone picking up. Clinical staff will then try later or the next day.Nurse and HCA patient appointment DNAs may have also reduced. |  |
| 8 | **News from the Surgery to include update on COVID-19 vaccinations, CQC improvements:**Dr Perry reported on the Covid vaccination programme. Through the Primary Care Network, we are using both vaccines, Pfizer for the over 80s, we have done all bar 40 out of 800-900 population.Last 40 will be called and if housebound are waiting for instructions.Astra Zeneca (AZ) vaccine is prioritised for care homes, limited by outbreaks of Covid in the care homes, but hoped to be done by Sunday, followed by the care home staff.Pfizer vaccine will only be administered from The Meads, but it is done by the practice team from Buxted.AZ will be delivered to our practice sites, Buxted, Horam and East Hoathly, in the coming weeks.JM asked if the vaccination program was limiting the everyday appts. at the surgeries.Dr Perry said not really, need to be pragmatic to reduce footfall but concentrate on essentials, certain aspects e.g., minor surgery, ear syringing has paused for now but very much open for business as usual.The medical centre will be bringing in extra staff to support services including the vaccinations.Acknowledged that more staff e.g. retired staff are in the system to help going forward, e.g. recruitment from Sussex Community Trust.Asked what blood tests are not being done, Dr Perry said they are not doing chronic disease reviews, but risk assessing these and there will be less than normal including any associated blood tests.LF noted the furore in Heathfield as they didn’t sign up to the vaccination service at the Meads, as they felt they didn’t have the capacity to support this.1200 AZ vaccines have been earmarked for Heathfield, week after next.CCG has approached our practice to deliver Heathfield vaccinations for the Heathfield over 80s, and for care homes, still to be confirmed.We requested that communication needs to go out as soon as the plan has been firmed up, as a lot of disquiet noted on social media.LP requested a statement from the practice once confirmed so this can go out to the public as soon as possible.N&LP and Dr Perry thanked those of the PPG that have been helping as volunteers with the car parking at The Meads.PPG members offered up support, as required, to the surgery, with marshalling, communications etc. once the AZ vaccine is available.Dr Perry also noted the offers of help from health professionals to vaccinate; they are looking into the contractual issues with Dr Gill via the CCG.CQC, no feedback yet, expected draft report by Christmas!! (which Christmas?)CQC verbal feedback had been positive and recognised a lot of issues were being addressed but some other issues still identified. PPG noted how surprised we were with the timing of the 2nd inspection, in the middle of a Pandemic, when staff were exhausted.It was noted that QB had provided written feedback to the CQC for Horam. SN said she also did the same for Buxted, via an email response. They have had no acknowledgement that this had been received by the CQC! | Dr Perry/LP |
| 9 | **A.O.B:****Access to X-rays at Uckfield Hospital and East Grinstead.**Online records, concern that only the report can be seen but not the actual image.Eastbourne practices apparently can see the images and Rother.If you need to see a physiotherapist, they have no access to the images either.Possibly an issue with Trusts not talking to each other with separate systems/governance?Dr Perry will have a look into this and find out whether this can be done?QB asked if there is a vaccine supply bottleneck from a Horam point of view.Dr Perry said that the AZ can be given locally.Another Pfizer session will be held from 9-5 at the Meads, next Thursday 21st Jan. Volunteers would be appreciated if possible.LF just wanted to say how impressed they were with the service offered at The Meads, with the Buxted staff delivering this service.Asked if the Buxted staff could be thanked very much from us for all their hard work in delivering this so professionally at The Meads.Noted how well the vaccination program is running in our PCN but it does not appear to be the same across the county. | Dr Perry |
| 10 | **Date of next meeting:****Tuesday 9th February 4.30pm by Zoom**  |  |