



**BUXTED, EAST HOATHLY & HORAM Patient Participation Group (PPG)
Minutes of PPG meeting held on Thursday 21st March 2019 – 1.30pm at
the Buxted Medical Centre**

Present: Alex Pincus (Chair), Linda Pugsley, Carol Sweetland, Pat Linfield, Stephanie Newman, John Wenham, Vanessa Biggs, Sylvia Shilliam, Lynne Fraser, Deirdre Browning, Gillian Rice and Jonathan Walker

In Attendance from Practice: Sara Sawyer, Jackie Smith, (Practice Manager), Fiona Thorpe, (Practice Nurse).

	TOPIC	ACTION BY
1.	<p>Apologies for absence : Apologies from: Dr Elizabeth Gill Sue Trenchard Stephanie McKenzie-Hill Alison Ledward Jean Holmwood</p> <p>The Chair (Alex Pincus/AP), informed the group that regretfully Peter Ward-Booth has resigned and has also stood down from the CCG quality committee. The group noted this was a loss to us but wished Peter well in his future endeavours.</p>	
2.	<p>Adoption of minutes of last meeting and action items: Minutes of the last meeting held on the 9th January were agreed as a correct record by the group. AP gave his congratulations on the recent Newsletter by Linda Pugsley, particularly the screening section, noted laminated colour copies available in the waiting areas.</p> <p>Actions: AP updated the group on the NHS initiative re future online G.P consultations As Chair he had sent a letter to the Clinical Commissioning Group (CCG) Chair outlining the need for practical support for G.P practices to new digital initiatives, he had attended the recent Patient Representative Group/PRG meeting, where a presentation from a representative of the Alliance of CCGs had been given on this topic. There are 10 pilot/test sites across the CCG Alliance. Recognise this will improve G.Ps ability to provide a service 50% had given positive results, but noted this was provider dependant. Discussion on whether one's own G.P or the new digital G.P provider would be available? Jackie Smiths view (JS) felt this could work well with younger patients, Fiona Thorpe (FT) agreed, for certain aspects of care but IT security could be an issue.</p>	

3.	<p>Surgery Update: JS updated the group by first giving Dr Gill's apologies and gave feedback from Dr Gill. She had recently held an urgent meeting with Dr Wright re Primary Care Networks, which will cover 30-50,000 population, biggest challenge since 2004, funding for new staff to be available including paramedics, associate practitioners but no new G.Ps Aim to give a better worked up solution in regard to resources. We are classed as a rural practice, currently 14,000 registered patients. Sign up by to this required by the 19th May. Road show expected to be held in April. J.S informed the group that Dr Jenny Andrews is leaving after 2 years as senior registrar and salaried G.P, so will be down 2 full-time G.Ps across the 3 practices, noted it is difficult to recruit, and so do they look for more advanced nurse practitioners to support care? Changed the appointment system in the last month so more appointments are now being offered by tweaking the no. of sessions. Extended hours, now available on the online booking system from April. Pre-bookable and some Saturday bookings also available. J.S Car parking is now greatly improved. Sara reported since beginning of March the telephone call queuing system has been in place, and the practice can access data from this, so far positive feedback from patients. Patients who don't need urgent appointments are ringing back later in the day. 8 and 8.59 are the busiest phone times. Next step to get a screen behind the reception so receptionists can see this as real time information. Introducing this system to East Hoathly on Monday. Manor Oak has a separate telephone system. Gillian Rice had been given positive feedback from patients. The group noted it would be great to get more positive comments from patients on patient choices. Stephanie Newman (SN) asked for this to go as news on the website, as good news story. FT noted that cervical screening publicity has increased, however taking time getting results, the testing centres are reducing from 40 to 5, the group agreed this was of concern.</p>	
4.	<p>Appointment System Covered in detail under item 3. The group were pleased to note the improvements that had been put into place, and thanked J.S and staff.</p>	
5.	<p>Website Update: Stephanie Newman (SN) noted that all the current approved minutes up to January 2019 had been published on the website, and thanked JS and staff. Lynn Fraser asked if it was one website, across the 3 practices. Noted it is a separate Horam website so there is a need for</p>	

	<p>signposting on each website to each other's. Issue with display screen, landscape here for screen shots, portrait at Horam, Lynne Fraser (LF) kindly offered her husband for technical support if needed. Chair noted our updated website for Buxted and East Hoathly had been a success story.</p>	
6.	<p>Patient Participation Constitution AP reported that there is a National association of PPGs, we however are not a member, it is £60 a year, but he through them reviewed a sample constitution. AP has also looked at other templates, some are too complex, and in conclusion ours is simple. We are required to hold a Group AGM as on the existing document but we have not had one, agreed we will hold one. AP will find out what other PPGs do on this and will look to provide recommendations on how and when for the AGM. Agreed keep existing constitution document.</p>	AP
7.	<p>Patient Feedback: Pat Linfield (PL) reported that no comment forms had been received. Linda Pugsley (LP) reported some complimentary Friends and Family Test (FFT) comments, 4 from Horam. AP noted our IPSOS Mori survey results will be now outdated, with the positive changes to the appointment system. Agreed therefore we will look at a local feedback form for patients, to test the changes, Sara Sawyer will look to provide a template, with simple questions, for feedback from all 3 surgeries.</p>	SS
8.	<p>Health Awareness Displays LP and Carol Sweetland to lead.</p> <ul style="list-style-type: none"> ○ January/February - LP reported that the Healthy Living display had been very successful and also coincided with the pharmacy display on the same topic. <p>Next Topics</p> <ul style="list-style-type: none"> ○ March/April – Keeping Safe, personal, household (falls prevention) ○ May/June. – Men’s Health, including B.P ○ Summer- Mental Health ○ Sept/Oct – Diabetes and Flu ○ Nov/Dec – Arthritis ○ Jan/Feb- Living with Chronic Pain <p>Discussion on whether the displays could also be implemented in Horam, but space maybe an issue, Sue Trenchard did think about a table with a stand up sign LF would go back and discuss with ST. Newsletter. Need to involve Horam with the newsletter with regard to input, LF gave some feedback on dementia support group, would be great if this could go into the next newsletter. Golden ticket James Gill runs dementia clinics here, and from April will support Horam to ensure an equitable service. JS will let James Gill know LF details to connect up.</p>	<p>LP/CS</p> <p>LP</p> <p>J.S</p>

9.	<p>Patient Representative Group (PRG) Update.– (Note the PRG Group is a collaboration of the locality PPG Chairs): AP (Chair) Our Chair attended the last PRG meeting on 5th February. Election for offices for 2019, Chair and secretary re-elected. Presentation as previous discussed on online consultation. Ashley Scarff present updated on the CCG/Alliance business Judicial review on the stroke review, by Medway. PRG - Next meeting Thursday 28th March 6pm LP will attend.</p>	L.P
10.	<p>A.O.B Carol Sweetland noted that the Meads G.P surgery have a box in Tesco for the funding for equipment Agreed we too could pursue this across supermarkets that participate, AP asked JS to bring an equipment list to the next meeting for our review. AP noted we hadn't discussed the pharmacy but noted that it is a great asset to the surgery.</p>	J.S
11.	<p>Date of next meeting:</p>	
	<p>2019 Meeting Schedule</p>	
	<p>Wednesday 22nd May 2019</p>	5.30pm
	<p>Thursday 25th July 2019</p>	1.30pm