

**Minutes of the Victoria Patient Participation Group (VPPG)
Meeting held on Thursday 21st March 2019, at Green Street
Surgery.**

VPPG Members Present

Janet French (Chair) (JF)

Debbie Pennington (Secretary) (DP)

Peter Martin Smith (PMS)

Sue Cook (SC)

Tony Meier (TM)

David May (DM)

Martin Cannon (MC)

John Ungar (JU)

Emma Ducklin (ED)

Lesley Goble (LG)

Keith Stone (KS)

Mike Joly (MJ)

Phillipa Hayes (PH)

Jackie Martin Smith (JMS)

Apologies: Peter Diplock, John Masters, Jane Squires, Debbie Rose, Dr Daniela Penge, Julie Brooker

In Attendance: Heather King (Practice Manager) (HK),
Sharon McDavitt (Deputy PM)(SM), Dr Katie Platts (KP)

Minutes of the previous meeting.

The minutes from the meeting held on 21st February 2019 were agreed.

Matters arising:

Terms of Reference (TOR)

The revised Terms of Reference had been accepted at the AGM, held immediately prior to this meeting. Further discussion at this point determined that there needed to be more clarity in the wording within the TOR in respect of:

- The level of diversity and representation achieved in the membership and,
- The fact that Practice employees were not actually members of the VPPG, attending meetings by invitation.

JF would re-visit the wording.

Website

JF advised that HK had completed work on the website - making corrections where there were inaccurate details. MC would review the website and feed back any comments – including any received from the Group.

Feedback form

JF confirmed that the Communications Committee would be meeting to draft the feedback form as previously reported. In addition to the normal headings included relating to the patient experience across the Practice processes from Reception to diagnosis, Dr Gaffney had asked that the VPPG engage in a better understanding of the Quality and Outcomes Framework that applied to the Practice, and then in turn raising any shortfalls with the Practice at future meetings. JF confirmed that meetings were in place to progress this.

JF confirmed that MJ had joined this group.

New Build Update

Dr Mark Gaffney joined the meeting briefly and updated the Group on the progress towards signing the lease for the new build. It was

agreed at this point in the meeting that the next Newsletter should be held for this announcement.

Pharmacists in Surgeries

The Group were advised that from the beginning of May there would (hopefully) be a Pharmacist working in the surgery. They would be specifically working on medication reviews, e.g. checking and monitoring medication contained in discharge letters from the hospitals. It was explained by KP and HK that the role would evolve over time, depending on the work the surgery can allocate. This will help to free up some of the GPs' valuable time spent on this necessary work – KP advised that this could currently take up to 2 hours in any day. The Pharmacist would have full access to patient's medical records, and may also contact patients direct for a telephone review on their medication.

Kirsty Ingram is responsible for the Regional recruitment programme and she and JF will meet to discuss the most effective way of communicating this to patients through the use of:

- the next newsletter
- e mail and text
- TV Screens situated in the Practice,

111 Scheme

DM attended the meeting about the new 111 service which has gone out to tender, the date of final applications will be 14th April, and contracts will be awarded in the Autumn for 2020. East Sussex have come up with a plan for an integrated care system, Health Overview Scrutiny Centre(HOSC). There is an apparent desire to make PPG's part of a wider structure. DM will report further after the next meeting.

Representation at the Regional PPG Forum

It was agreed that the focus for the VPPG in the coming months would be on matters particularly relevant to the two Practices. LG confirmed that she would review the agenda for each Regional meeting and if there was anything of particular interest then either she or DM would attend.

Any other Business

Peter Martin Smith voiced his concern regarding information backing up that could/should be communicated to the patient population. It was agreed that the Communications Committee would meet in the first week of April to either:

- Draft a full Newsletter containing news of the signing, and any other content agreed e.g. the in-house Pharmacist or,
- Draft an interim Newsletter containing the in-house Pharmacist, the merger of the two PPGs etc.

The printing for the first option would remain with the printers in the Town Hall – the printing of an interim Newsletter would be handled by PMS

Date of Next Meeting

Date of the next Meeting Thursday 18th April 2019 - venue to be announced nearer the time