

Minutes of the meeting of the Victoria Patient Participation Group held on

Thursday 22nd August 2019

at the Green Street Practice commencing at 6pm

**In Attendance**

Janet French (Chair) (JF)

Debbie Pennington (Secretary) (DP)

Sue Cook (SC)

Tony Meier (TM)

David May (DM)

Keith Stone (KS)

Mike Joly (MJ)

Jane Squires (JS)

Debbie Rose (DR)

John Ungar (JU)

**Staff and GPs in Attendance**

Dr Mark Gaffney (DMG) (GS)

Heather King (HK) Practice Manager (GS)

Dr Daniela Penge (DDP) (GS)

Julie Brooker (JB) - Practice Manager (ER)

**Apologies**

Peter Diplock, Martin Cannon And Emma Ducklin

**Resignations**

JF confirmed that she had received Phillipa Hayes's resignation.

**Minutes of the meeting held on Thursday 23rd May 2019**

The minutes of the last meeting were agreed

## **Update from DMG on:**

### **1. *New Clinic***

DMG is hopeful that the Lease will be signed by the middle of September

### **2. *Primary Care Networks***

Since 1st July 2019 our two Practices have been part of a Primary care Network (PCN) together with Bolton Road and the Eastbourne Station Health Centre comprising, in total, some 27,500 patients. This will have some benefits.

### **3. *Internal Processes***

DMG updated the meeting on a range of technological advancements, **such as an App for submitting self-taken blood pressure readings**, that had been made within the Practice – confirming that any new process was also being shared with ER. It was agreed that DMG would present these changes in more detail at the September meeting.

### **4. *Pharmacists in House***

Both sites now have a Pharmacist working alongside the GPs and they were already making a significant contribution. It was agreed that more information on this facility could be included in a Newsletter.

### **5. *Paramedics in House***

We have Paramedics working at both sites, they are now doing the visits which has also helped to free up the GP's valuable time. The Paramedics feed back any medical concerns to the GPs who can then follow up on the patients that need to be seen by them. Paramedics at ER are also seeing patients in emergency Clinics.

### **6. *Social Prescriber***

A Social Prescriber is to be provided, 100% Government funded. This person will deal with patients' background problems (housing, allowances etc) taking some pressure of GPs. One of our GPs, had experience of this service having recently re-located from a South London Practice where it was being trialled and had proved successful.

### **7. *Other News***

DMG has revealed that the surgery has now gone live with Video Consultations, and also mentioned that Green Street are actively seeking a new GP to join the team.

JF confirmed that the email received, regarding the consultation taking place in respect of the Eastbourne Walk-in Centre, had been circulated.

## **Feedback Questionnaire**

We had 658 responses to the questionnaire and very positive feedback, Thank you to KS for his work in setting up the on-line facility and also in collating the results. Thanks as well to those members of the VPPG who attended the Practices to support completion of the paper version.

For future reference it was agreed that – while we are on two sites – a box to denote which Practice the patient belonged to would be useful. It was also felt that an indication of age range would also help the analysis.

## **Bank Account**

JF confirmed that the current balance still stands at £390. The Bank account is still registered to the PPG at Green Street but that will change when we formally merge surgeries.

## **Newsletter**

It was agreed that now would be an appropriate time to produce a Newsletter – even if the information for release only covered a single A4 sheet – that information could include:

Results of the questionnaire - DMG agreed the results could be put on the screens in the surgery for the patients to see.

More education around the process attaching to on-line repeat prescriptions.

Information on the new services that are going to be provided by both sites Pharmacists, Paramedics, Video Consultations etc.

Advance notification of the Flu Clinic dates for 2019

It was hoped that we could have a joint Newsletter but if, after review, much of the information differed due to Staff Changes/Opening Hours/Telephone Numbers etc, we may have to produce individual Newsletters for each site.

## **Any Other Business**

JF raised the fact that she had spoken to Dee Harrington that day but had not formally met with the supporters of the Clinic for some time. As well as Dee and Graham, we also had Peter and Jackie Martin-Smith, Lesley Goble and John Masters, who were not able to attend the VPPG meetings but were happy to help as needed. A meeting would be arranged as soon as we had positive New Clinic news.

JF would meet with DP to confirm items that could be included in the Newsletter and then with JB and HK to confirm relevance to each site.

JF asked for it to be recorded that the questionnaire exercise had also highlighted the value of 'front of house' people in the Practice assisting across a range of issues – this had originally been raised by TM and should be on the agenda when discussing the organisation of the New Clinic.

**Terms of Reference (TOR)**

The revised TOR covering the VPPG, which had been agreed in March 2019, was formally signed by JF, HK and JB.

**Date of Next Meeting**

The next Meeting will be on 19th September 2019 - Venue to be confirmed