



## **BUXTED & EAST HOATHLY & MANOR OAK Patient Participation Group (PPG)**

### **Minutes of PPG meeting held on Monday 13<sup>th</sup> January 2025 at the Buxted Medical Centre**

**Present:** Linda Mason (LM), Chair, Stephanie Newman (SN), Secretary, Sue Oven, (SO), Gina Cuthbertson (GC), Mike Batchelor (MB), Jean-Mary Crozier, (JM), Vice-Chair, and Alison Ledward, (AL),

**In Attendance from Practice:** Martha Newman (MN)

	<b>TOPIC</b>	<b>ACTION BY</b>
1.	<b>Welcome:</b> Linda Mason (LM) welcomed all to the meeting.	
2.	<b>Apologies for absence:</b> Martin Ensom. Bob Ruthven. Lynne Frasier. LM informed the group that Lynne Frasier was to take a year out from the committee. Charlotte Luck, Practice Director.	
3.	<b>Minutes, Matters Arising and Actions from meeting held on 10<sup>th</sup> June 2024:</b> Minutes were agreed as a correct record by the group. <b>Actions:</b>  Item 3: re how to make pre bookable appointments if non urgent? Martha Newman (MN) updated the group that follow up appointments, can be made through the admin form stating that this has been requested by a member of the team or patients can speak to reception to do this on their behalf if no online access.  Alison Ledward asked if the FAQ sheet on the new appointment system had been reviewed? Jean-Mary (JM) said that she and Martin Ensom (ME) had reviewed this, and it is on the website. Stephanie Newman (SN) said she would be happy to review that the FAQ is up to date, following her experience of using this.  Item 6: MN said she and Charlotte had been promoting the NHS App since June and appointments were had been held with patients	SN

	<p>and advertised by posters in the surgeries and was on social media and the Practice website.</p> <p>The committee discussed you cannot book appointments through the NHS App only through the Practice website on the Accurx system. It was clear not everyone appreciated this.</p> <p>The group also discussed that not all patients knew where to access information on their blood tests and that availability is through the NHS App and other also other mediums like the “Patient knows best” website.</p> <p>Following discussion, it was clear there are challenges for our patients in navigating these different systems and and how we can sign post this better for patients going forward.</p> <p>Agreed we would try to clarify this further in the PPG Newsletter and on the notice boards.</p> <p>MN agreed to investigate a poster to make this clearer for patients which could hopefully go onto the slideshow, MN to discuss with CL</p>	<p>JM/ME LM/GC/SO MN/CL</p>
4.	<p><b>Surgery Update:</b></p> <p>Martha Newman (MN) gave the following Practice Update: Significant pressures currently due to winter demand A request from the committee for a breakdown of the workforce resources across the practice, with a whole time equivalent (w.t.e) breakdown, to be deferred until the next meeting.</p> <p><b>A.) Staffing Update:</b></p> <p>MN informed the group that 3 new salaried GPs had attended interviews and given job offers, this would lead to between 25-50 new appointments per day, a real improvement for the practice. MN reminded the group that they are a training practice with support processes in place for newly qualified staff, which makes them attractive to work for.</p> <p>Unfortunately pressures due to clinical absence due to sickness at present.</p> <p>An HCA appointment has been made A lead nurse Debbie Thompson has been appointed. The practice can now offer travel vaccinations as 2 nurses have been trained to support this.</p> <p>Unfortunately, there has been long term absence in reception/admin staff, a new receptionist has been appointed and the receptionist team will therefore be complete</p> <p><b>B.) Report on Vaccination Clinics:</b></p> <p>MN reported that there had been 3100 covid vaccines given and over 4000 flu vaccinations, with the latter ending at the end of March. Initial Respiratory Virus/RSV clinics went well, with over 500 to date. Pneumonia, shingles and RSV appointments will continue to be available.</p> <p>New Covid campaign will start for the spring</p> <p><b>C.) Appointment System:</b></p> <p>Accurx triage appointment system is working well.</p>	<p>MN</p>

	<p>Not releasing more appointments in the afternoon currently due to the aforementioned staff sickness, patients have given their feedback to the surgeries on this as concerned.</p> <p>The group discussed that communication with patients on this would be helpful with messages on the website giving more detail as to why no additional appointments are being offered. MN to discuss with CL.</p> <p>MN said that they had noticed that unfortunately the wait time on the phone is higher as can take longer for the staff to fill the forms in for patients on their behalf. This can be time consuming if a complex medical issue.</p> <p><b>D.) Self help</b></p> <p>The group discussed with Martha the various self help areas available which included:</p> <p>Pharmacy first, for example simple rashes, simple urine infections. BP readings can be done by the pharmacy or patients can hire a BP machine through the practice.</p> <p>Weight loss advice is available through the “one you” NHS programme.  <a href="https://www.nhs.uk/better-health/">https://www.nhs.uk/better-health/</a></p> <p>One you also supports smoking cessation as does the pharmacy. The pharmacy also offers weight loss advice.</p>	MN															
5.	<p><b>Thematic Complaint Data:</b></p> <p>Martha Newman took the group through the latest complaint data from 1<sup>st</sup> October -31<sup>st</sup> December 2024</p> <p>31 complaints raised over this time period, from 16 patients with 11 separate themes, this is out of 16,500 patients.</p> <p>Observation from the group was that the number of complaints remain low.</p> <p>Main Themes (Top 3):</p> <ul style="list-style-type: none"> <li>➤ Practice processes</li> <li>➤ Appointment availability</li> <li>➤ Referral Process</li> </ul> <p>The table below captures data for 4 quarters for comparison.</p> <table border="1"> <thead> <tr> <th>Date</th><th>No of complaint themes (issues)*</th><th>No of patients</th></tr> </thead> <tbody> <tr> <td>1<sup>st</sup> December 2023 to 31<sup>st</sup> January 2024</td><td>29</td><td>22</td></tr> <tr> <td>1<sup>st</sup> February 2024 to 31<sup>st</sup> March 2024</td><td>39</td><td>23</td></tr> <tr> <td>1<sup>st</sup> April 2024 to 31<sup>st</sup> May 2024</td><td>44</td><td>26</td></tr> <tr> <td>1<sup>st</sup> October to 31<sup>st</sup> December 2024</td><td>31</td><td>16</td></tr> </tbody> </table>	Date	No of complaint themes (issues)*	No of patients	1 <sup>st</sup> December 2023 to 31 <sup>st</sup> January 2024	29	22	1 <sup>st</sup> February 2024 to 31 <sup>st</sup> March 2024	39	23	1 <sup>st</sup> April 2024 to 31 <sup>st</sup> May 2024	44	26	1 <sup>st</sup> October to 31 <sup>st</sup> December 2024	31	16	
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	*Note 1 patient may have several complaint themes/issues.	
6.	<p><b>New Chairman/Nominations:</b>  LM had informed the group as Vice Chair of the resignation of Martin Ensom as Chair.  A letter of resignation from Martin had been shared with the committee.  All wanted Martin to be aware of our gratitude and thanks for his hard work in Chairing the PPG and his success and achievements and it was requested that LM would send a letter to Martin to record this.</p> <p>LM had offered to become the Chair of the PPG and the group agreed this appointment.  It was agreed by the group for Jean-Mary to take up the vacant position of Vice Chair.</p>	LM
7.	<p><b>Rules and Responsibilities of Officers to the Committee/ Allocation of rules for 2025:</b>  LM reminded the group of the PPG guidance on Roles and Responsibilities that had been circulated.  It was noted that:  SN would continue as Secretary.  High Weald Forum representative would remain as Alison Ledward (AL).  Newsletter responsibility would be JM and ME.  Notice boards would continue with LM, Gina Cuthbert and Sue Ovens.  Martin Ensom would take responsibility for Facebook and patient email collation.  Mike Batchelor to inform JM of any items which could be highlighted in the Newsletter.</p>	
8.	<p><b>Recruitment of New Members of the Committee:</b>  The group discussed the requirement of recruiting of new members to the committee.  With LF taking a year off we have around 2-3 vacancies.  Agreed that a draft advert would be done by SN and this would be displayed in the 3 surgeries.  SN agreed to draft this for the committee to approve by email by the end of the week.  LM would ensure this gets published into the parish magazines.  SO agreed to put this up in the train station  MN agreed to ensure it was posted onto the Website under News and the PPG section.</p>	SN  LM SO MN
9.	<p><b>AGM 2<sup>nd</sup> July 2024 – Feedback/Draft Minutes:</b>  The draft minutes of the Annual General Meeting (AGM) on the 2<sup>nd</sup> July were approved by the group. They will be approved at the next AGM.  SN to check with MN that the previous AGM minutes from 2023 have been published on the Practice website.</p>	SN/MN

10.	<p><b>Sharing Resources with Other Primary Care Networks.</b></p> <p>Mike Batchelor (MB) had attended the East Sussex PPG network held online on 8<sup>th</sup> October and this had prompted him to find out more about the Primary Care Networks (PCN).</p> <p>MB had shared with the committee a helpful briefing note on what is the development of PCNs.</p> <p>He had been surprised to see that this has been in place since 2019, and wanted to explore how we can better share resources.</p> <p>JM agreed we needed to hear more from CL on this.</p> <p>The group agreed that sharing resources is a good principle.</p> <p>SN suggested that we could get a speaker to the PPG from AL contacts through the PPG networks/High Weald PPG forum.</p> <p>Agreed that this would support the training and development of the PPG to have a representative from the Greater Wealden PCN to talk to us.</p> <p>Agreed to discuss PCN at the next meeting when CL can give us an overview.</p>	<p>AL</p> <p>CL</p>
11.	<p><b>Ideas for PPG Engaging with Patients:</b></p> <p>Social media gaps, it was agreed that we would look to set up a new refreshed PPG Facebook site. JM said that ME would be happy to support this work.</p>	<p>ME</p>
12.	<p><b>Newsletter:</b></p> <p>Jean-Mary (JM) is leading this work with ME.</p> <p>ME and JM have a copy "ready to go."</p> <p>Waiting on an update from CL on the appointment system and the numbers/data.</p> <p>Agree that this would be circulated to the committee by email for approval.</p> <p>JM will look at the newsletter timetable, pending a review of the health awareness topic lists for the next 3 months</p>	<p>CL/JM/ME</p> <p>JM</p> <p>JM</p>
13.	<p><b>High Weald PPG Forum Update:</b></p> <p>Alison Ledward (AL) reported to the group.</p> <p>Several High Weald Forum (HWF) meetings have taken place since our committee last met, extremely helpful to hear their issues and for sharing best practice across PPGs.</p> <p>An example was that we are leading with holding our AGMs on a regular basis now and others were interested to hear of this.</p> <p>HWF December meeting the role of the PPG was discussed in terms of what it is and what it isn't!</p> <p>NHS Sussex are reviewing the role of the PPG.</p> <p>AL will share with the committee and documents relating to this when made available.</p> <p>Next Monday 27<sup>th</sup> January is the next East Sussex PPG meeting online meeting through teams. AL will share the link once received all are welcome to join this meeting.</p>	<p>AL</p> <p>AL</p>

	The March pan Sussex PPG meeting will be a face-to-face meeting, possibly in the mid Sussex area, AL will share details when available.	AL
14.	<b>Health Awareness Boards:</b> Boards to link in with Facebook and newsletter. Agreed we would review this item more fully at the next meeting as quite a few issues raised. SO will resend the topic list to the group and will review the NHS priorities against this with CL input and look at the next 3 months. LM suggested a meeting as a subgroup with CL to look at the boards, how to progress this.	SO  LM/SO/GC /CL
15.	<b>Any Other Business</b> JM briefly discussed would the PPG look to fundraising, there were different views on whether this was something the PPG wanted to do and therefore agreed to go onto the next agenda.	LM
16.	<b>Date of the Next Meetings for 2025 to be held on:</b> <b>Monday 7<sup>th</sup> April 4.30pm</b> <b>Tuesday 1<sup>st</sup> July AGM Evening, <span style="color: red;">note changed from 8<sup>th</sup>.</span></b> <b>Monday 9<sup>th</sup> June 4.30pm with a focus on AGM agenda plan.</b> <b>Monday 8<sup>th</sup> September 4.30pm</b> <b>Monday 24<sup>th</sup> November 4.30pm</b>	