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

**Minutes of PPG meeting held on Thursday 27th May 2021**

**2pm by Video Call**

**Present**: Linda Pugsley (Chair), Norman Pugsley, Stephanie Newman, Sylvia Shilliam,, Carol Sweetland, Lynne Fraser, Pat Linfield, Bob Ruthven, Vanessa Biggs, Julie Meredith, Stephanie McKenzie-Hilland John Wenham

**Surgery Staff – Sara Sawyer, Sue Trenchard, and Dr Perry**

|  |  |  |
| --- | --- | --- |
|  | **TOPIC** | **ACTION****BY** |
| 1.  | **Apologies for absence:**Fiona Thorpe, Jonathan Walker, Alison Ledward and Quentin Burch. |  |
| 2. | **Adoption of Minutes of Last Meeting held on 15th April 2021:**Minutes were agreed as a correct record. |  |
| 3. | **Matters arising from last meeting:**Vanessa Biggs asked Dr Perry how many Doctors are providing patient appointments at Horam. Dr Perry said we can let you know how many Drs are on each day, but it does differ, the no of appointments available per role, per practice population, maybe more helpful. |  |
| 4. | **Difficulty with patient appointment:**The Chair and vice chair opened the discussion with actual examples where patients had contacted them with their experiences of some difficulty in getting an appointment.There was a discussion on how the triage of patients works in practice. Dr Perry said the receptionists do have triage training and will refer to the duty Doctor if required.Norman Pugsley (NP) asked what happens when a patient who appears to need an appointment cannot get an appointment, would they be referred to 111, or to A&E?Dr Perry emphasised the duty doctor would be consulted if an urgent referral was notified. Dr Perry said that individual cases of concern can be reviewed if the patient contacts the surgery directly in person.The Chair said the primary reason to call this meeting is to ask “how we as a PPG we can help?”Dr Perry acknowledged this offer, accepting that the demand on the system currently is unprecedented, largely due the effects of the pandemic, to look at how we deal with this as a practice, as a locality and nationally. How can we communicate to help patients with this demand for appointments and supporting with self-care?The Chair suggested that the PPG could distribute self-help information, potentially on a PPG Facebook site to support self-care, to relieve some of the phone calls coming into the surgery.The Chair also asked:* if the volume of calls could be split as there is an issue with school Mums, and others, not being able to access the phone system due to the school run.
* Would it help to review the access times for practice appointments slots with different call times? Dr Perry said they would look at this in regard to logistics.

Sara Sawyer said online bookable appointments do come on at 7pm, there has been a problem with the software; it is being looked at currently.Stephanie Newman (SN) asked if the time that would be required to manage a social media site and had that been considered. LP said yes, it would be her doing it.The Chair said that if it is set up, it would be easier if commenting were not allowed, and should be set up to give advice and support to stop the worried well contacting the surgery.SN said there are a number of websites available with good information now e.g. NHS website.Bob Ruthven asked how many appointments were given, that were not actually needed? Has that increased? Dr Perry said that is difficult to judge, and it is not always a GP that is required.There could be an increase in demand from multifactorial patients who may be waiting for secondary care, in pain. There is an increase in mental health issues, with anxiety, and lockdown effects.The practice is expecting some help with patient communications from the Clinical Commissioning Group (CCG).NP reminded the group that he is our PPG member on the on the East Sussex PPG group and that they are engaged with the CCG and Adam Doyle (CEO Sussex ICS). Discussion continued on whether as a PPG we can work with the surgery’s social media site or whether we have a separate PPG social media site. The conclusion was that it was felt the PPG would have their own Facebook page. | LPSPLPLP |
|  | **Introduction of digital services – Online Consultation:**NP informed the group that there are plans to implement this by the end of the year across Sussex.Dr Perry said we are working on this as a Primary Care Network, Herstmonceux are the only practice that have taken this on. However, they are a small practice with 4000 patients. Dr Perry said on speaking to the lead there it doesn't reduce the traffic but is another access route which does require resources to support. |  |
|  | **News from the Surgery:**Dr Perry informed the group that one full time GP has been recruited and another is very interested, so we are hoping to have them in place by September.The need for increased resources in Horam was noted, especially with newer homes being built. SP hoped to use less locum staff and more permanent staff.Update on Covid Vaccine approved by the CCG to take Pfizer jab at the Buxted surgery and have done 2 Pfizer sessions so far, on a Wednesday evening.AstraZeneca clinics are being held across all 3 sites.SN thanked the staff for their hard work. |  |
| 8. | **A.O.B**Request by the Chair for SS to put the last approved minutes and the recent newsletter on the website. NP pointed out that there are missing links and out of date information on the website. Also signposting needed to be improved.The Chair asked if patients could self-refer to the Physio First, Community Navigators and the Health Coach Services and on which days they worked. Dr Perry said the physiotherapist works all day at Buxted on a Friday and SS said the Community Navigator was at East Hoathly all day on Mondays. All of these services needed a GP referral. NP asked if this could be put onto the practice website.Health Coaches are to be employed at the practice, joining in June. Diabetes prevention will be part of their role. LP asked if they could take on a future self-help role? | SS |
| 9. | **Date of next meeting:****Thursday 22nd July 2pm** |  |