



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

### **Minutes of PPG meeting held on Tuesday 4<sup>th</sup> October 2023 at the Buxted Medical Centre**

**Present:** Martin Ensom (Chair), Alison Ledward (AL), Stephanie Newman (SN), Linda Mason (LM), Gina Cuthbertson (GC), Jean-Mary Crozier (JMC), Bob Ruthven (BR) and Mike Batchelor (MB)

In Attendance from Practice: Dr Sarah Perry, (SP) Charlotte Luck Practice Director (CL), Martha Newman Operations Manager and Josh Erswell Paramedic for item 5 only.

	<b>TOPIC</b>	<b>ACTION BY</b>
1.	<b>Welcome:</b> The Chair, Martin Ensom (ME) welcomed all to the meeting.	
2.	<b>Apologies for absence:</b> Apologies were received from Jonathan Walker. Chair intends to meet with Jonathan soon to catch up with PPG business, prior to Jonathan starting back on the committee in the Autumn.	ME
3.	<b>Presentation from Sue Oven re new member of the PPG committee</b> Sue presented to the committee and gave us her background to why she would like to be a member. The committee noted that she has been a patient here for the last 15 years at Buxted. The committee are keen to ensure representation across the 3 practice areas and it was agreed that we will ring fence the last space for a Horam patient. We agreed to her appointment to the committee as proposed by BR and seconded by LF. The Chair will contact SO after the meeting to confirm her appointment.	ME
4.	<b>Minutes, Matters Arising and Actions from meeting held on 8<sup>th</sup> August 2023:</b> Minutes were agreed as a correct record by the group. An action sheet was previously circulated, and all items completed with just one amendment the AGM minutes are near completion SN to finish them within the next few weeks.	SN

5.	<p><b>Surgery Update:</b> The Chair welcomed Charlotte Luck (CL) to the meeting.</p> <p><b>Staffing Update:</b> CL said thank you to BR for hosting the recent BBQ for the team as it had been very much appreciated by all staff and their families. On 30<sup>th</sup> October there is a new GP starting, Dr Carly Jenkinson, will be working 3 days a week. Recruitment and retention is still difficult in the current climate. We have an extra 4 receptionists helping with the phone waiting times and provides a circa extra 127 hours a week. Nursing team are settling in well with new members. Difficult increase in demand with the hospital consultant and junior Dr strikes causing extra pressure on staff. IT refresh project is in place this week, with support of new IT equipment and software updates. Should be more reliable and help increase in productivity.</p> <p><b>Covid and flu:</b> 1300 people vaccinated last Saturday. End date has been brought forward to 31<sup>st</sup> October, with an increase in the numbers. Group consenting of patients is in place to support this process to be quicker. Care homes have been completed barr two and housebound patients are to be done. Several clinics have been arranged going forward. Additional training has had to take place for staff with the new covid vaccines. The Chair said well done to all the staff for the swift organisation and delivery of the clinics for patients.</p> <p>Next week the Practice will be closed from 12:30 on 12<sup>th</sup> October for protected learning time as requested by NHS Sussex and affects all G.P practices across Sussex. The group felt it is important to communicate to patients how this is positive in order to support the training and development of staff and that there is cover provided. Agreed to communicate PPG support of this going forward via social media.</p> <p>CL has arranged three “meet the Practice Director” sessions for patients across the three surgeries on the 6<sup>th</sup>, 13<sup>th</sup> and 23<sup>rd</sup> November in the mornings between 10-12 catching patients who are at the surgery on that day, communication to go out on Facebook.</p> <p>LF asked CL what is happening in regard to the shingle vaccinations and pneumonia? In November there will be dedicated shingle clinics, there are a few hundred more patients that will now be eligible. Pneumonia vaccine is “once in a lifetime”, the numbers for this will be reviewed. All eligible patients will be contacted. Note on the website and Facebook will be provided by CL re immunisations.</p>	<p>LF</p> <p>CL</p> <p>CL</p>
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	<p>It was noted that the Vaccination phone line does not do a countdown.  CL explained caller 15 or above can now choose to get a call back. Looking to see if it can call back twice, so if the patient missed the call, then 2 minutes after it will call again.  Work to be completed by JMC/CL and ME.</p>	<p>JMC/CL/  ME</p>
<p>7.</p>	<p><b>Feedback from the Patient Survey:</b>  The Chair had circulated comprehensive papers to the committee prior to the meeting.  100 people had completed the questionnaire, and ME will need to provide a feedback report for patients.  CL Clear need to do more work with the telephones, but when the survey was done the practice did impact with staff shortages over July and August.  AL comment on the analysis, that if patients haven't answered the question, we must not assume that the patient is happy.  Yes/No box but introduce a don't know box for the future.</p>	<p>ME</p>
<p>8.</p>	<p><b>PPG Newsletter:</b>  MB Distributed a draft outline copy to the group in the style of a community newsletter with the top topic being an "healthcare reminder" in this case on Vitamin D.  Focus on education and self-care.  The Chair felt we needed a balance with this and also key messages from our own PPG work programme.  LM asked how often would the newsletter be produced?  Four times a year/seasonal  CL offered to do a practice update with key messages and practice news.  BR asked re distribution, MB would use current email addresses.  CL would see if she can capture more email addresses at the next vaccination clinic.  MB would provide hard copies laminated at the 3 surgeries.  LM had received it in the past for the Buxted Parish magazine and asked if MB had the list of names that the former editor had? No?  CL said she could help with QR codes around the surgery so the new newsletter could be downloaded.</p> <p>In principle agreed this will be produced quarterly.  To avoid abbreviations and spell out meanings clearly.  To keep to a minimum of 2 pages.  Avoid any commercial adverts unless endorsed by the NHS.</p> <p>MB concerned re the commercial adverts in the Patient Access App, SN agreed and asked what should patients use NHS APP v Patient Access as it is confusing and perhaps NHS Sussex/Integrated Care Board has a view?  Concern that we don't have this knowledge and clear messaging for patients is important.</p> <p>JMC offered to Proofread and then the PPG chair &amp; surgery need to approve.</p>	<p>CL   CL   CL</p>

	<p>Look for a deadline.  JMC will photocopy.  Timetable of dates for the quarterly issues and proof reading and copy deadlines.  LM, JMC and MB to form a subgroup to support this work programme.</p>	LM/JMC/ MB
9.	<p><b>PPG Facebook Page:</b>  Lynne Frasier (LF)  LF and ME have discussed the social media page to ensure the logo is correct and states Manor Oak.  CL will tag our PPG page on their page.  LF will aim to get something out more regularly, to encourage patients to look at it. CL suggested that it needs to ensure that it is meaningful information.  SN suggested we aim for PPG information (who and what we are) and communication.  Describe our PPG objectives and work programme.</p>	CL LF
10.	<p><b>PPG Health Awareness Display Boards:</b>  Collected material from the former chair.  Organise a date with Martha in November to aim to get a new display board up.  Cancer awareness topic and communicate on what PPG is.</p>	LM/GC
11.	<p><b>Diary Dates for PPG Meetings:</b>  <b>Next meeting is on Tuesday 5th December at 6pm</b>  <b>AGM July 24</b>  The Chair will send an email out with suggested dates going forward every 2 months.  SN asked if video facilities are considered in case, we can't meet face to face.  AL asked if we could consider future speakers, Chair suggested every other month if topic appropriate and relevant to our work programme.</p>	ME
12.	<p><b>Any Other Business:</b>  AL asked if there was an issue with hospital letters not being sent out as in the news in North of England? Dr Perry said none that we are aware of.</p>	