



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

**Minutes of PPG meeting held on Tuesday 8<sup>th</sup> August 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), and Mike Batchelor (MB)  
**In Attendance from Practice:** Charlotte Luck Practice Director (CL)

	<b>TOPIC</b>	<b>ACTION BY</b>
1.	<b>Welcome:</b> The Chair, Martin Ensom welcomed all to the meeting.	
2.	<b>Apologies for absence:</b> Apologies were received from Bob Ruthven, Jonathan Walker, and Lynne Fraser	
3.	<p><b>Minutes and Matters Arising from meeting held on 6<sup>th</sup> June 2023:</b></p> <p>Minutes were agreed as a correct record by the group, with the following corrections:</p> <p>AL queried item 5 under “Other Matters Discussed” re changing the email address of the PPG to the new email address as this had already been done.</p> <p>BR had Chaired this meeting and took the minutes SN would see if she can delete this.</p> <p>AL raised issue with Item 4 point 4 on PPG AGM under “Process for electing new members to the PPG committee”, this stated, “if less people apply than there are spaces available, they will be invited to join without an election.” This was not now correct.</p> <p>Therefore, a post meeting note was agreed to be added that it was subsequently agreed that all members would be elected according to the PPG constitution.</p> <p>SN will make the changes to the minutes and PDF and ask for it to go onto the website via CL once BR and the Chair agree to sign them off.</p> <p><b><i>Matters Arising not on the Agenda.</i></b></p> <p>Chair raised 3 items: A letter is outstanding to go to the League of friends from the PPG re</p>	SN Chair/BR

	<p>thanking them for their donation for the FeNo test machines (medical technology used to aid in the diagnosis of asthma). The Chair agreed to do this letter, CL to provide him with the details. CL informed the group that they had also donated funding for a new fridge, and therefore had given a a total of £9,500 pounds. CL said a charity Meditech had also gifted a fridge and two ECG machines agreed the Chair would also send a letter to Meditech. Chair enquired if we had PPG headed notepaper, the answer was no, Chair would like a template letter Chair to discuss with SN</p> <p>Map of practice boundaries the Chair enquired had this been distributed? CL had sent to the Chair today and therefore he will share with the group.</p> <p>Health inequalities information was circulated previously Chair will recirculate to the new members. We will discuss this at a future meeting. CL said there is protected teaching time coming soon for the practice about the health inequality issues area wide.</p>	<p>Chair/SN</p> <p>Chair</p> <p>Chair</p>
4.	<p><b>Draft Minutes of the AGM held on 3<sup>rd</sup> July 2023</b> Noted the draft minutes distributed for information only. SN said these will be completed shortly and will be approved at the next AGM meeting, but she wanted to check on the attendance list for the wider attendance over and above the committee members. The discussion was do individual names get added or just a summary of attendance numbers. JMC said that AGMs she had attended do either, list names or numbers. This was discussed with the group and agreed we do the latter approach. The Chair noted that the AGM had a good attendance.</p>	SN
5.	<p><b>Minutes and Matters Arising from PPG meeting held on 3<sup>rd</sup> July 2023:</b> This was a short meeting held only to elect officers. Accuracy approved, SN will PDF Chair will sign off. AL informed the group that she had met with JMC, re the workings of the PPG, as agreed at that meeting.</p>	SN/Chair
6.	<p><b>Surgery Update:</b> The Chair welcomed Charlotte Luck (CL) to the meeting. <b>Staff Update.</b> CL updated the group with the current staff structure there is a new lead nurse, Layla, who started on the 3<sup>rd</sup> July. Changes to the East Hoathly dispensary, CL said there is no intention to close this facility. New staff member started on Monday and 2 new members starting over the next couple of months. JMC said that communication with patients on these positive changes would be helpful and can patients be informed. CL agreed she will do this after the staff have started. Welcome to Sam, Emma and Katy our new receptionists, who will</p>	CL

work across sites, there are currently 3 full time vacancies.  
 2 new practice nurses Caitlin and Frances have started leaving 1 practice nurse vacancy currently.  
 CL said there is a challenge to make sure there are enough clinical rooms for staff to operate in.  
 Brittany new Health Care Assistant (HCA) started on the 18<sup>th</sup> of July, and we are looking for another HCA.  
 Sarah Advanced Nurse Practitioner (ANP) and Nurse Prescriber has joined the practice based with the urgent care team.  
 Linda and Georgina new Pharmacy technicians, to help with medication queries free Drs time.  
 Charlotte Clinical pharmacist 2 days a week.  
 Caroline new medical secretary  
 CL told the group there had been a skills gap with compression bandaging so 7 nursing Staff have now completed a compression skills course.  
 Need to recruit more G.Ps, SN questioned exactly how many G.Ps are missing/ what is the vacancy rate?  
 CL said this is difficult to answer with statistics as we have 5 paramedics and an ANP so the urgent care model has to be built into that equation.  
 SN said with all the new houseing going up across the practice area it is a concern to make sure that the medical cover is in place to service this new population coming.  
 JMC echoed this concern.  
 SN requested that the PPG could have an Urgent Care team update at the next meeting model, re ANP and paramedic use recognising that this is an innovative model so would be helpful for us to understand this in more detail.  
 CL reiterated that recruitment is a priority and SN stated that looking forward/forward planning is key.  
 Chair agreed this would be an item at the next meeting, CL would invite a paramedic to join us.

CL told the group new outside tables for staff had been purchased all to support staff well-being.

CL said thank you from the staff for the PPG BBQ invite from BR, especially from the new staff.

**Flu Season.**  
 No plan yet from NHS England (NHSE) we are waiting on guidance as NHSE desire is that there is co-administration of the flu vaccination with the covid vaccine, if applicable.  
 Can't plan vaccination clinics, as yet, as not sure of the details.  
 Initial dates hope to start at the end of September.  
 Texts will go out to patients once the plans are finalised.

**Information Update on the phone system and data:**  
**Phone System.**  
 CL shared her PowerPoint slides with the meeting on the new telephone system installed on 17<sup>th</sup> January 2023.

Chair/CL

	<p>Phone Calls 17<sup>th</sup> January - 30<sup>th</sup> June  47,668 phone calls recorded, plus a few 1,000 before the 17<sup>th</sup> January estimated based on these numbers equals over 52,000 calls, per day average of over 418 phone calls, noting that on some days the surgery is closed for protected teaching time.  CL noted that approximately 2,200 extra appointments were made available in this time period.</p> <p><b>Complaints Process, data, and learning:</b>  <b>Significant learning events</b>  Held with staff on negative and positive significant events.  Martha Newman operations manager is the lead with complaints.  All complaints are acknowledged within 3 working days.  Discussed at SMT weekly and monthly all staff at team meetings.  CL talked through 4 examples of complaint types to the meeting.  MB commented that perhaps some explanation in relation to being clear on why something can't be done, as in the example given of expecting medication to be prescribed out of area could go into future newsletters, to help educate patients.</p> <p>Friends and Family Test (FFT) comments are also discussed with the team both negative and positive.  90% comments are good or very good in June/July this has dropped 86/87%.</p> <p>SN commented that as a PPG we have asked in the past with regard to the complaints process to receive thematic quarterly data, numerical information, e.g how many people have complained, how does that compare across the practice population or across Sussex/or National average.  Being clear to us what are the major themes of complaint?  CL agreed that they can do this and will provide this at the next meeting.</p> <p>CL agreed to circulate the staff outline structure to PPG.</p>	<p>MB/CL</p> <p>CL</p> <p>CL</p>
<p>7.</p>	<p><b>Interim Feedback from the Patient Survey:</b>  The Chair updated the committee with a summary of initial responses to the 1<sup>st</sup> August.  65 questionnaires have been received to date, hoping to get around 100.  There are a lot of comments to collate and review.  So, taking this forward Chair plus one to look at the information and provide analysis.  Culminating in a joint report for the practice patients by the end of September.  JMC agreed to help Chair with this work stream.  Agreed that the survey will run until the end of August.</p> <p>JMC raised a personal issue with the phone queuing system that she had experienced last Friday using both her landline and a mobile, agreed that CL and JMC would look at that detail and CL would</p>	<p>JMC</p>

	share with the group.	CL
8.	<p><b>Aims and Objectives for the PPG over the coming year:</b>  Chair had produced a report looking at the aims and objectives of the PPG over the coming year.  Agreed a priority objective is to fill the 2 vacancies noting we are short of members from Manor Oak, so we will push to recruit from patients at this surgery location.  Agreed to have notice boards across the 3 surgeries for PPG information to be displayed.  Communication with the wider patient population is a key objective, agreed that having PPG notice boards would help us achieve this.  MB stated we do need to help patients do self-help and communication is important.  AL also said the Newsletter and the Health Information Boards can support this too.  GC stated that there is an issue with what the wider population think about the surgery, and how can this be managed?  SN said that there is a real need for the surgery to hold an Information session/open day for patients to hear about the great work the surgery is doing, hopefully in the Spring.  CL in her previous practice did do a meet and greet model which worked well.  PPG members offered their support and help with any open day going forward.  Chair summed up the importance of communicating out and gather together “the what” that we want to communicate and use the methods that we have available now and going forward.</p>	
9.	<p><b>PPG e-mails:</b>  Noted that we now have a new PPG email address.  Remaining issue that the former Chair, who has now retired from the committee, has continued to hold patient email details.  Agreed that the new Chair will write formally to her to again thank her for all her hard work in the past in her role on the PPG and request the PPG patient email distribution list back to support the work programme going forward.  Future proofing and business continuity needs to be agreed moving forward with several email holders going forward, to ensure fitting in with information governance rules.  SN asked what other PPGs do, AL it is a mixed picture, it was used by us previously for distributing the newsletter and other PPG information.  AL will look back on organisations email details from the previous newsletter distribution and list this and bring this back to the next meeting.</p>	<p>Chair</p> <p>AL</p>
10.	<p><b>PPG Newsletter:</b>  Agreed in principle that we need a PPG newsletter to continue.  We require two people to manage this area of work.  Challenge that we can't distribute it widely at the moment as we don't have the email addresses at the moment.</p>	

	<p>Paper copies that are distributed to the surgeries need to be laminated.</p> <p>Agreed this should not be as long, use sign posting and hyperlinks, and should be quarterly.</p> <p>MB to think about the newsletter going forward, e.g format and content and share with the committee online before the next meeting.</p>	MB
11.	<p><b>PPG Facebook Page:</b></p> <p>Lynne Frasier (LF) is the lead on this work stream.</p> <p>Chair to ask LF to close the current Facebook page down as we recognise that the Facebook page needs a new name to state Buxted, East Hoathly and Manor Oak as on all our paperwork so it was agreed it would be easier to close this page/down and start as new.</p>	Chair/LF
12.	<p><b>PPG Health Awareness Display Boards:</b></p> <p>AL shared a previous paper looking at future topic areas.</p> <p>CL happy that the displays can go into all 3 practice waiting areas.</p> <p>Noted the National work programme timetables, e.g Breast Cancer Awareness, Stoptober, cholesterol.</p> <p>CL clear that need the information to be of a good quality, CL can help with printing out NHS material.</p> <p>Prostate Cancer, Men's Health very topical currently, agreed Cancer Awareness could be a main topic area.</p> <p>Linda and Gina agreed that they will lead on this area of work.</p> <p>AL we need to agree how often that they take place? Quarterly.</p>	CL LM GC
13.	<p><b>Diary Dates for PPG Meetings:</b></p> <p>Chair keen for Face-to-face meetings, and for two to take place before Christmas due to workload.</p> <p>AL reminded the group that the constitution requirement is for four meetings per year, but we usually have six.</p> <p><b>Wednesday 4<sup>th</sup> October at 6pm</b></p> <p><b>Tuesday 5<sup>th</sup> October at 6pm</b></p>	
14.	<p><b>Any Other Business:</b></p> <p>CL asked the PPG members to sign a confidentiality agreement form.</p> <p>This was done at the meeting and copies of said agreement emailed out from CL to the attendees.</p>	