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

**Minutes of PPG meeting held on Tuesday 17th May 2022**

**4.30pm pm by Video Call**

**Present**: Linda Pugsley (LP – Chair), Norman Pugsley, Pat Linfield, John Wenham, Stephanie McKenzie-Hill, Alison Ledward, Thomas Ballantine Dykes, and Bob Ruthven.

**Surgery Staff:** Charlotte Luck, Martha Newman – new Operations Manager, Dr Sarah Perry,

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|  | **TOPIC** | **ACTION**  **BY** |
| 1. | **Apologies for absence:**  Quentin Burch, Stephanie Newman, Carol Sweetland, Jonathan Walker, Julie Meredith, Vanessa Biggs, Lynne Fraser, ~~Sue Townsend~~ Sue Trenchard |  |
| 2. | **Adoption of Minutes of Last Meeting held on ~~2~~~~nd~~ ~~December 2001~~: 8th February 2022**  Minutes were agreed as a correct record. |  |
| 3. | **Matters Arising:**  None |  |
| 4. | **Up-date from the surgery - plans for future:**  CL gave an overview of the recently created practice vision, which states the mission statement and aims which they are working towards embedding into their day to day culture. CL says this is going to take some time but the team are willing and are keen to help progress the surgery on our improvement journey. All of the team genuinely care about our patients and each other and with the resources we have, do our best to accommodate patients where we can.  We hope that given time our patients will begin to see visible increases in appointment levels and staffing resilience, including improved access to our telephone system. We are working on many things at a strategic level, some of these are explained below and we hope this will lead towards a better patient experience.  ***Doctors’ patient lists***  Currently patient allocations are divided between the three partners at the surgery (Dr Gill, Dr Perry and Dr Wright) Moving forward to improve continuity and share the workload. This does not mean that patients can only see their allocated “usual GP” and the same arrangements for accessing a GP appointment will continue. It will not be possible for patients to specify or request who they would like their “usual GP” to be.  ***New urgent care hub***  We are creating a new urgent care hub within the surgery which will be staffed by GPs, paramedic practitioners and an advanced nurse practitioner. We have recently recruited an experienced paramedic practitioner (PP) Dorien Ripley- Hawkins with direct experience of urgent care triage and treatment for this purpose who starts with us on 6 June. After a few months of transitioning Dorien into our team we aim to increase our on the day appointment offering allowing more patients the opportunity to receive a same day appointment depending on their clinical need. We are searching for an additional paramedic practitioner to join our urgent care team and interviews are ongoing.  ***Dispensary teams***  We have recently recruited three additional members of staff to join our dispensary teams at Buxted and East Hoathly. In addition we welcome Sophia East who joins us in mid-June as the dispensary manager at our East Hoathly branch. We are installing new IT infrastructure into our dispensaries (and the pharmacy) to help make their systems more efficient. We are also currently reviewing a new cashless system to make it speedier to pay for your medications on collection.  ***Reception teams***  We have appointed four new clerical team members to join our reception teams in recent months and another soon to start. We have also appointed a new medical secretary to help expedite referrals and a workflow administrator. We hope that once our newest team members have been trained up you will see an improvement in phone answering and documentation ‘turn around’ times. We are still trying to increase our reception team staffing to improve our phone waiting times and to provide our patients with better phone access.  ***Obtaining test results***  The majority of tests results arriving back at the surgery show patients results as being within normal ranges and therefore not necessarily requiring a further GP appointment. To save calling up to receive your test results (and helping to keep our phone lines freer for those needing to speak with us) and for more immediate access to the results please download the NHS App where you will be able to directly access your test results. Further details on how to download the NHS app (many of you will already have this as its where you can find your Covid vaccination passes) can be found at the following link:  <https://www.youtube.com/watch?v=spox6hbWnHg&t=149s>    ***Goodbye to Sue Trenchard***  After 14 years of working at our Manor Oak Surgery site (which merged with Buxted four years ago) Practice Manager Sue has recently decided to reduce her working commitment at the surgery and her last official day working with us as Practice Manager was 19 May.  Sue will continue working with us but on one-off projects on an adhoc basis. We are very grateful to Sue for all of her hard work, dedication and tenacity over the years and we wish Sue all of the best. |  |
| 5. | **Areas of concern for future discussion an action:**  LP ask why the PPG could not restart the Health Awareness displays in the waiting areas. Dr P said there were various reasons and questioned the value of them when the number of patients visiting the surgery had reduced. LP pointed out that there was still a large number of patients visiting the Pharmacy.  Dr P also said the staff did not have time to do the displays. LP reminded Dr P that the PPG had for many years been responsible for sourcing and setting up the displays with minimal support from the Practice staff, and was concerned that this valuable information would now not be available to patients.  Dr P thought that the surgery Facebook page and website was now a better method for this Health information. LP pointed out that she posts far more health awareness information on the PPG Facebook pages, and that the Surgery Facebook messages were mostly related to Covid. NP reminded all that very few patients accessed these Facebook pages, and other methods need to be found to provide this useful information to patients.  Dr P said she would raise this with CL and then discuss with LP/NP  PL Felt that the regular review of medication has slipped during Covid and was this now being reintroduced. Dr P said there that a new Pharmacy technician had been appointed who will now carry out a regular paper review of patients medications and escalate any concerns/issues to the Pharmacist or the relevant GP.  JW asked how long will masks be required to be worn in the surgery, particularly when patients were only visiting to pick up prescriptions.  Dr P said that it was still a requirement from Public Health for masks to be worn in all medical facilities.  TBD was happy with his recent hip operation at the Horder and all the processes required to carry it out, except that the Horder Centre still had Dr Gilbert as his GP who left the Practise many years ago. How were records updated?  AL ask what was the procedure for inviting patients to regular health reviews, both age and long term condition reviews. There needs to be a more proactive approach to ensure patients are regularly reviewed.  NP added to AL’s point that with the new emphasis on prevention that he is noting in his meeting with the CCG/ICS these regular checks should be seen as a way of reducing future demand on medical services.  Dr P said that all medical staff were being encourage to ‘make every contact count’ and carry out these checks when they were flagged up on the patients notes. However, Dr P also said that there was not always enough time in an appointment to do these checks.  **After note**: QB queried why the patient had to request a repeat prescription for long term/life time medication. Why could the Pharmacy not prepare the prescription every 28 days for collection by the patient or regular delivery. | Dr P/CL  Dr P |
| 6 | **AOB**  There will be a surgery display at the Buxted Jubilee Celebration on Friday the 3rd June starting at midday. LP asked if any of the PPG members were willing to help set up or help out during the afternoon.  AL asked when we could go back to face to face meetings. LP pointed out that with the numbers involved in the meeting it was not practical to use the meeting room in the Buxted surgery as it was too small. The waiting area could only be used after surgery and would mean very late meetings for all.  Other venues to be investigated and costed.  In the meantime online video meetings would continue. | CL |
| 7. | **Date of next meeting: Tuesday 19th July at 16:30** |  |