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

**Minutes of PPG meeting held on Thursday 19th November 2020**

**1.30pm by Video Call**

**Present**: Linda Pugsley (Chair), Norman Pugsley, Stephanie Newman, Quentin Burch, Sylvia Shilliam, Vanessa Biggs, Stephanie McKenzie-Hill, Carol Sweetland, Jonathan Walker and John Wenham

**Surgery Staff -** Dr Sarah Perry, Sara Sawyer

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|  | **TOPIC** | **ACTION BY** |
| 1 | **Apologies for absence:**  Lynne Fraser, Alison Ledward, Pat Linfield, Julie Meredith |  |
| 2 | **Adoption of Minutes of Last Meeting held on 25th September 2020 and Matters arising from last meeting:**  The minutes of the meeting were approved  The approved minutes to go onto the website | SS |
| 3. | **3.1 Plans to reduce the 8am Calls to the Surgery:**  Sara Sawyer updated the group:  A meeting was held with Sara Sawyer (SS) Dr Perry and PPG colleagues to go through ideas to help deal with the call volume issue.  Surgery could contact people with their results rather than the other way round. Contact people for annual reviews, SMS Text could be sent with an appointment to agree or reject.  There will be a change to the telephone system options from Friday (20th Nov), asking patients to phone for test results only between 4-6pm. Jonathan Walker (JW) requested that any change is publicised widely and that a concise poster should be displayed on the door of the surgery.  Linda Pugsley asked SS to draft a slide LP will ensure communication will go into the newsletter and social media, and local parish magazines.  Norman thought that a better SMS system was available. Norman agreed to liaise with the digital facilitator as it appears there are 2 software systems in place.  AccuRx has a two way text messaging system that connects with the patients’ records to allow test results to be sent to the patients. However, not all of our GPs are using this software for patient on-line appointments. SP to encourage full use of AccuRx while it is available for free.  Stephanie Newman (SN) raised a view that follow up appointments are an issue, particularly in terms of continuity of care, and access.  It would be helpful to make follow up appointments easier to access for patients and with the original GP, where at all possible.  **3.2 Plans for Winter Weather Queues Outside the Surgery:**  LP asked if the surgery has plans in place for visits to the surgery and pharmacy in the winter, SS said not as yet.  SN suggested that this will also be an issue for the other 2 practices.  *Dr Perry joined the group.*  SN raised that another important issue regarding the access in and out of the Buxted Surgery and she had written to SS with her concerns on this issue. She recently visited Horam and the access in and exit out system is very clear, you go in one door and out another door.  At Buxted it is a risk having to go in and out the same way, There is no alternative exit as it is also shared with the pharmacy, SN views it as a Covid security risk for patient having to go in and out the same entrance.  SS said there is unfortunately a security issue with opening the back door of the Buxted surgery, as it is unmanned.  Dr Perry agreed that at Horam this is easier to do this but for Buxted there is only one door out and the flow isn’t so easy.  Dr Perry agreed to have a look at this issue.  Dr Perry reported due to higher infection rates there will be someone on the door from Monday to help with the flow and temperature checks on patients entering. Screening will also be reintroduced at all three surgeries.  Dr Perry asked LP to let the public know, LP will get a message out tonight. | SS/LP  LP  NP  SP  SS  SP  LP |
| 4 | **Surgery Update – Dr Perry**  **4.1 CQC:**  The CQC will be revisiting the practice in November and a presentation is being prepared to explain the improvements and initiatives that have been started to address the issues raised during the inspection earlier in the year.  Dr Perry asked for 3 people from this group to speak to the CQC, Stephanie Newman (SN), to represent Buxted, Jonathan Walker (JW), East Hoathly and Quentin Burch (QB) Horam, Dr Perry requested their email addresses; Linda Pugsley (LP) will send to Sara Sawyer (SS).  **4.2 Covid 19 Update:**  Dr Perry reported that we are in the restoration and recovery phase however noted that the cases are rising (2nd wave) and the practice is restoring non-Covid services in a risk assessed way, e.g. higher risk diabetic and respiratory patients, etc. with emphasis on the BAME population.  Covid vaccinations we will be carried out in a single hub within each Primary Care Network (PCN). Our PCN hub will be at the Meads Surgery.  It may be mandated that the vaccination takes part in one place to start with as the vaccine needs to be stored at very low temperatures or it may be delivered to the hub and then distributed to other practices. A team of people may therefore need to join the Meads team from other practices.  Logistics will need to be looked at how practices obtain other Covid vaccines in the future.  Flu vaccinations for the 50-65 age group may not take place if the Covid vaccine takes priority.  JW asked how many flu vaccine the practice administers. Dr Perry said we have given more this year, over 4000 jabs. The Covid ‘double’ vaccine will be significantly more and add to the workload.  JW concern re volumes especially if only in one surgery acts as a hub. How patients will get there and parking would also be an issue for large numbers of patients.  SN noted that NHS England is also looking at alternative options for mass testing e.g. using football stadiums, and perhaps we as a PPG should encourage those patients who are fit and can travel to take up these options to leave the primary care option to those in greater need and require it locally.  The vaccination programme is anticipated to start in December and then ramp up in the New Year.  **4.3 Patient survey:** Appointment access is a priority area to review.  An access working group to be set up following the discussion with LP/NP/JW to look at these issues.  Dr Perry updated the group on the changes to the phone system to improve access by making better use of the E Hoathly receptionists at peak times.  Noted that around 200 phone calls are going into Buxted but only a few into East Hoathly. The surgery will trial Buxted calls overflowing to the East Hoathly receptionists to support the load on Buxted.  LP informed the group that Healthwatch East & West Sussex and Brighton had conducted a survey during August similar to ours and results very much like our patient survey.  NP noted that the Healthwatch report highlighted the lack of use of video consultations, which was disappointing.  Dr P requested a copy of the draft Healthwatch report. | LP  NP to send to Dr Perry |
| 5 | **Items for the Winter Newsletter:**   * Covid Update, give information on vaccination programme. * Dr Perry asked can we raise awareness on carers and carer support, e.g. ‘Care for Carers’.   Carer support is in the NHS Long term plan; and need to be a priority to see what more can be done. NP highlighted the need to remember young carers.   * To highlight changes to the telephone system and messaging. * Communication on what is happening on general care, Dr Perry said would be helpful to give out messages on the BAME population with a focus on support and identification of those patients at higher risk requiring review. Dr Perry will provide suitable wording.   JW raised a question on how does one identify key workers and authenticate them as a priority for vaccination against Covid.  It was noted that this could be an issue. NP suggested that patients should be informed that there will be checks.  Dr Perry updated that they are restarting the Community Navigator/Social Prescriber for the over 50s and will initially be based in East Hoathly on Mondays.  A first contact physio will be starting in January for a day a week to do an initial assessment, probably on a Friday. Both of these services are being funded via the Primary Care Network.  LP said we have had contact from the Musculoskeletal (MSK) service as they want to present to our PPG. | Dr Perry |
| 6 | **Survey Results Format For Website:**  The results need to go onto the website. NP agreed to draft a report showing the key issues raised and the actions that we are taking forward.  Dr Perry agreed to do a short written response to the survey. | Dr P/NP |
| 7 | **Website Improvement Suggestions:**  LP/NP looked at other surgery websites for ideas.  On our website, Self Help wasn’t easy to find and needed the links to some of the major support organisations to be added.  Dr P asked if the PPG would like to have the ability to access the website to support its advancement.  NP/LP would be happy to provide content but we are not qualified to update the website without training.  LP highlighted that the Horam website is very different to Buxted and East Hoathly and does not include as much information. Dr P happy to review this in the future. |  |
| 8 | **A.O.B:**  Digital First, NP had first working party meeting last week, he is concerned that not much progress has been made to date. NP to press for a clearer roll out plan. |  |
|  | **Date of next meetings:**   * An Extraordinary meeting could be held on 17th December @ 1.30pm by video via Microsoft Teams to focus on Covid 19 vaccination update ***will be cancelled if not required.***   Next regular meeting - Thursday 14th January 2021 @1.30pm |  |