



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

### **Minutes of PPG meeting held on Thursday 12<sup>th</sup> February 2026 at the Buxted Medical Centre**

**Present:** Linda Mason (LM), Chair, Stephanie Newman (SN), Secretary, Bob Ruthven, Sue Oven, (SO), Gina Cuthbertson (GC), Jean-Mary Crozier, (JM), Vice-Chair, Lesley Burton (LB) and Martin Ensom (ME).

**In Attendance from Practice:** Martha Newman, Operations Manager.

	<b>TOPIC</b>	<b>ACTION BY</b>
1.	<p><b>Welcome:</b></p> <p>Linda Mason (LM), Chair welcomed all to the meeting and to Lesley Burton, new committee member.</p>	
2.	<p><b>Apologies for absence:</b></p> <p>Sue Goodliffe Charlotte Luck, Practice Manager.</p>	
3.	<p><b>New Committee Member:</b></p> <p>Lesley Burton was co-opted onto the committee by the Chair Linda Mason (LM), and all voted on this unanimously.</p>	
4.	<p><b>Minutes, Matters Arising and Actions from meeting held on 24th November 2025:</b></p> <p>Minutes were agreed as a correct record by the group.</p> <p><b>No Matters Arising</b></p>	
5.	<p><b>Surgery Update:</b></p> <p>a) <b>Staff update</b></p>	

<p>Martha Newman (MN) informed the group, Dr Dunlop has now left the practice, currently recruiting for salaried GP sessions however a couple of the current salaried GPs are covering. One Nurse now on maternity leave. Recruiting for two new nurses and a new HCA to cover vacancies. Recruitment includes: New Accredited Checking Technician -ACT within pharmacy. A fixed term dispenser to cover maternity leave within the Buxted dispensary New receptionist</p> <p>Charlotte Luck, the current Practice Manager, is leaving the practice on March 6<sup>th</sup>, and will be sadly missed. The Chair and the PPG committee wanted to record how we have valued Charlotte's commitment and outstanding support to the PPG and that we all wish her well in her future.</p> <p>MN is covering the main role in liaising with the PPG with Annabelle deputising. Charlottes roles will be spread out across the 4 existing managers at present. The PPG wished Martha and the team good luck with the changes and we look forward to hearing more at the next meeting.</p> <p><b>b) Building Issues</b> Roof is unfortunately leaking – this is a building issue and they are liaising with the Landlord. Roof requires recladding, over the 'turret', may need to temporarily block off the steps to provide the roofers with safe access. We will know more at a later date and will keep patients updated with signs at the practice as well as the website and on social media. Martin Ensom asked to be clear for patients that although the building is not owned by the NHS it won't affect patients.</p> <p><b>c) Complaints</b> MN shared with the committee the high level complaints form which are recorded in a format that matches the submission that is submitted by the practices to the Sussex Integrated Care Board, NHS Sussex. MN talked the committee through the complaints process procedure. This is the submission that also goes yearly to the Care Quality Commission. Noted only a total of 6 complaints in January 2026, 4 were not upheld. The committee felt this was a good number. Stephanie Newman (SN) agreed to analyse it on a quarterly basis for the PPG committee to give an overview at the next meeting.</p> <p><b>d) Any other updates:</b></p>	SN
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	<p><b>Crowborough training camp</b>  Chair asked if this was an issue?  MN stated that this is not impacting on this practice.  Crowborough is outside of this practice area.</p> <p><b>Jess' rule – “Three strikes and we rethink”.</b>  Chair raised Jess' rule If symptoms are present and seen by GP three times – rethink.  Jess's Rule is a primary care initiative to encourage GPs teams to rethink a diagnosis if a patient presents three times with the same symptoms or concerns, particularly if symptoms unexpectedly persist, escalate, or remain unexplained.  MN confirmed that this is being implemented, posters are going out across all three practices to raise awareness and will be a topic of discussion at team meetings.  <a href="https://www.england.nhs.uk/long-read/jesss-rule-three-strikes-and-we-rethink/">https://www.england.nhs.uk/long-read/jesss-rule-three-strikes-and-we-rethink/</a></p> <p><b>New Practice Website</b>  Running this past the GP partners on the 24<sup>th</sup> February to approve it before it goes live.</p>	
6.	<p><b>Committee Members:</b></p> <p>Noted that Peter Lister and Ann Bonner have left the committee.  Noted that we have 9 committee members at present, agreed we will review at the next meeting.</p> <p>Extra item discussion on Defibrillator access and CPR training  Agreed to research where the defibrillators are and bring to the next meeting.  The committee agreed it would be a good topic for us to be trained in CPR and we could look to see if we could perhaps hold some workshops.  <a href="https://www.defibfinder.uk">https://www.defibfinder.uk</a>  Jean-Mary recalled a local trainer and will see if she has their contact details.  SN recalled training recently for the Parish in Blackboys and Framfield.  Agree we would all look into this and bring information back to the meeting.</p>	<p>LM</p> <p>JM</p> <p>All</p>
7.	<p><b>Patient Emails/GDPR and Facebook:</b></p> <p>Martin Ensom updated the committee.  The NHS email address we have for the PPG and needs to be implemented populating patient known email addresses, and noted it is time consuming and all needs to be correct.</p>	

	<p>We have circa 500 emails in the system.</p> <p>Facebook not being used currently either by us or the practice, the PPG still lacks the resource to implement this fully.</p>	
8.	<p><b>Data Collection Ideas:</b></p> <p>This was discussed previously at the last meeting re how we gather patient email addresses. LM requested any other ideas? SN did state the guess the sweets in a jar as discussed previously was a good idea, perhaps for Easter in April.</p> <p>Defibrillator training sessions could be another way of getting more email addresses.</p> <p>We really want to target younger patients, also mum's with babies, Lesley Burton asked was there a toddler group in the village and suggested if we went to speak to them about the work of the PPG.</p> <p>SN said we need to be clear what is it we actually require and be very targeted going forward. Communication is key, having the yearly AGM, communicating in all the Parish magazines, advertising the work of the PPG on the screens at the surgery, with the PPG page, and publishing our minutes on the Practice website.</p> <p>JM said we do have this on the screen at Buxted Medical Surgery we do eventually need this across the screens across all sites.</p>	
9.	<p><b>Newsletter Update:</b></p> <p>JM suggested wait until after March 6<sup>th</sup> so on hold at the moment, until we know more on the practice arrangements. LM view is we need to do this twice a year, to make this more manageable. SN said would be helpful that we do have the newsletter as this is a good way of communication with our patients and can describe the practice interim arrangements following Charlotte's departure. However this needs to be our newsletter albeit describing what changes are in the future, we could describe our PPG work programme and any news e.g proposed defibrillator/CPR training. JM and ME to take this forward with MN support.</p>	JM/ME/MN
10.	<p><b>Health Awareness Boards:</b></p> <p>Sue Ovens (SO) described the current Board which will be on stopping smoking and is aware of 2 campaigns. - Quit smoking campaign running for 4 weeks</p>	

	<p>- This time It Will be Different – Quit Plan MN suggested a QR code to link to to the “one you East Sussex” which requires a self referral to stop smoking services and health and well being. <a href="https://oneyoueastsussex.org.uk/programmes/stop-smoking/">https://oneyoueastsussex.org.uk/programmes/stop-smoking/</a></p> <p>The Chair and the committee wanted to thank SO and Gina Cuthbertson for their solid work on this. SO asked for suggestions going forward. Agreed that cancer prevention including screening for cancer services would be a good topic to review and aligns with the current NHS awareness on this.</p>	
11.	<p><b>Fundraising and Suggestion Boxes:</b></p> <p>JM will meet with Lesley and Sue to discuss fundraising ideas with Martha.</p> <p>Suggestion boxes are in place at all 3 sites and in a better position for patients to access. No current way to respond so we may need to improve the form to allow this. Would be helpful to outline the suggestion process in the Newsletter to support future pertinent suggestions.</p> <p>Discussed a suggestion given re introducing a ticket dispenser to avoid patients having to queue, this particular patient found it uncomfortable to stay standing. Concerns were raised that sometimes one stands waiting to be served and felt this system could be improved. MN to discuss this with them.</p> <p>Martin will bring any suggestions via the boxes back to the committee next time.</p>	<p>JM/LB/MN/ SO</p> <p>MN</p> <p>ME</p>
12.	<p><b>Code of Conduct and Terms of Reference (ToR):</b></p> <p>LM said that the copy presented previously is to be finalised by the next meeting following a follow up meeting with JM and ME.</p>	LM/JM/ME
13.	<p><b>High Weald PPG Forum Update:</b> No meeting held since our last meeting.</p>	
14.	<p><b>Primary Care NHS Framework:</b></p> <p>SN had shared this paper on Primary Care with the group at the last meeting.</p>	

	<p>SN looked for an update and found a good paper from the NHS confederation (an NHS 'think tank') on the future of primary care back in February 2025, with slides which were worth sharing. App is 1 of the report looked at engagement with patient groups and worth a read.  <a href="https://www.nhsconfed.org/publications/future-primary-care">https://www.nhsconfed.org/publications/future-primary-care</a></p>	
15.	<p><b>PPG Network Meeting:</b></p> <p>JM attended East Sussex PPG Network group held on 26<sup>th</sup> January. Main points from this meeting were:  Changes to NHS Sussex with the merger with NHS Surrey Heartlands to happen on 1<sup>st</sup> April 2026.  One Intergrated Care Board to be implemented.  Significant staff reductions, we believe in admin posts, but concern may impact on service delivery.</p> <p>Presentation given by East Sussex Healthwatch, have another year of funding.</p> <p>PPG funding available through grants a PPG can express an interest up to £1000, by the 16<sup>th</sup> of March, a total of £15,000 but not for equipment.  So we could apply, LM asked if we could use this for defibrillator/CPR training.  This was agreed.  JM will look at it and liaise with LM.</p> <p>Discussion on DNAs, do not attend, MN said we have a DNA policy and we have discussed this previously with Charlotte.  MN said we were going to publish the attendance rate to be shared on the patient schemes.  Discussion on children and young people and how to engage with PPGs, PPGs interested were those from the city areas, e.g Brighton and Hove.  Discussion on Menopause issues to encourage patient involvement. LM had sent the email out from the Network with supporting papers, agreed we would all look at this.</p> <p>SN raised concerns that we need to review the impact of this merger of Surrey and Sussex for our population, past history shows strong tertiary links with Surrey and London, and Sussex has always been keen to support local services for our populations and we need to be aware of this change on services for our patients.</p>	<p>JM/LM</p> <p>ALL</p>
16.	<p><b>Any Other Business:</b></p>	

	<p>Bob Ruthven had raised looking to host another Practice Staff/PPG social event again in September, Martha agreed to check this with Staff.</p> <p>LM raised a an issue from a patient she had received who had been seen in the private sector re having an iron infusion, MN stated we don't do procedure this in primary care, referral should be to secondary care. MN will look into this for LM with more detail.</p>	<p>MN</p> <p>MN/LM</p>
17.	<p>Date of the Next Meetings for 2026 to be held on: Monday 20<sup>th</sup> April <b><u>3pm Note time changed</u></b></p> <p><b>AGM</b> Thursday 2<sup>nd</sup> July 6.30pm.</p> <p>An outside venue to be reviewed, for the AGM, possibly the new scout Hall? SN will check this out.</p>	<p>ALL</p> <p>SN</p>