



**BUXTED, EAST HOATHLY & HORAM Patient Participation Group (PPG)  
Minutes of PPG meeting held on 9th January 2019 – 5.30pm at the  
Buxted Medical Centre**

**Present:** Alex Pincus (Chair), Linda Pugsley, Carol Sweetland, Pat Linfield, Stephanie Newman, John Wenham, Alison Ledward, Vanessa Biggs, and Jonathan Walker

In Attendance from Practice: Sara Sawyer, Jackie Smith, Sue Trenchard.

	<b>TOPIC</b>	<b>ACTION BY</b>
1.	<p><b>Apologies for absence :</b></p> <p>Apologies from: Dr Elizabeth Gill Deirdre Browning Gillian Rice Peter Ward-Booth Stephanie McKenzie-Hill Sylvia Shilliam Jean Holmwood</p>	
2.	<p><b>Adoption of minutes of last meeting and action items:</b></p> <p>Welcome and Happy New Year from the Chair. Minutes of the last meeting held on the 8th November were agreed as a correct record by the group.</p> <p><b>Actions:</b> Jackie Smith (JS) to action publication of all approved minutes onto the website. Practice photo board, J.S ensuring staff have name badges displayed in the absence of a board. Reviewing practicalities of putting photographs of the Drs on the website. Discussion on the maintenance of website and other information technology requirements. Suggested that the Chair of this group writes to Dr Gill, in her capacity as the Chair of the Clinical Commissioning Group (CCG), asking for advice from the CCG with supporting GP Practices with the on-going digital/information technology agenda as there are significant resource implications for practice staff. Stephanie Newman (SN) suggested that the Chair should also raise this at the Patient Representative Group (PRG) as will surely be an issue for other local practices too. Alison Ledward asked when the move of the hand rub will be actioned, so more accessible for patients entering the premises, JS agreed this was to be done ASAP. The group noted that the technical issues with the booking screen;</p>	<p>JS</p> <p>AP</p> <p>AP</p> <p>JS</p>

	<p>this is being addressed but the practice has been experiencing various current IT issues which are out of their control. The group felt this was unacceptable and asked JS to let the Chair know if she needed further support from us. N.B. Since the meeting, the 'booking in' screen has been fixed.</p>	JS
3.	<p><b>Surgery Update:</b></p> <p>JS updated that they have appointed a new Reception Supervisor Rosie, who will be starting next week. Care for the Carers have stopped running their monthly clinics at Buxted but they will continue to run at the Bird in Eye surgery for all surrounding practices. LP to add to the screens at Buxted &amp; E. Hoathly. Also posters in each surgery. Community Navigator is to attend the Practice hopefully on a weekly basis, as she is well utilised, and the Drs find this service incredibly helpful. She currently runs fortnightly clinics. <u>Horam</u> Advertised for a salaried G.P, as the regular locum has now left. Noted extra 750 houses in the area will add to the practice workload.</p>	
4.	<p><b>Appointment System</b></p> <p>Chair raised issues on patients voicing concerns to him about the difficulty in getting through to the surgery and accessing appointments. Sara told the group that she has updated the online appointments and there are usually 4 per Dr per session, but these do go quickly. JS informed the group that the proposed telephone queuing system will be sorted in the next couple of weeks. The group's view was this was a priority issue for implementation. The Chair has talked to the PPG Chair at The Meads Practice, but not yet Bird in Eye, in order to garner information on how their systems work, as their scores in the IPSOS MORI survey were higher than ours. Pre bookable appointments for the extended hours can be booked on the telephone, and patients don't need to ring first thing as they do for on the day appointments, this information is on the website, re extended hours. The Chair enquired whether extra receptionist staff, for answering phones would help? The practice confirmed that it was at full capacity across all sites.</p> <p>The group had a detailed discussion on the group of patients who want to see a Dr repeatedly, this remains a significant issue. It was acknowledged that they are individuals very often living alone with no family support and suffering from long term conditions. This is a complex issue requiring sensitive handling.</p>	JS
5.	<p><b>Website Update:</b> Stephanie Newman (SN) noted the minutes up to July had been</p>	

	<p>published on the website, asked that the 13<sup>th</sup> September minutes could be published as agreed at the last meeting in November. SN was pleased to see that the update on extended hours had been published as news on the website.</p>	
6.	<p><b>Patient Participation Constitution</b>  Chair had circulated the Buxted and East Hoathly PPG constitution for members to review.  Noted Horam added.</p> <p>The group noted the Chair's addition of the statement that "the PPG is not a channel for concerns regarding you or your family's treatment or service. These should be addressed directly to the practice", as discussed at the previous meeting.  The group had previously agreed this with the recommendation that it should be in the aims and objectives not a N.B footnote.  SN view, on reflection, was this didn't fit aims and objectives and suggested a section on 'rules of engagement'?  Jonathan Walker (JW) agreed and suggested perhaps a 'Code of conduct'?</p> <p>Application form for future PPG members was suggested by the Chair.  Groombridge and Hartfield have an application form, and it is on their website.  Chair to raise to at the PRG.  Chair requested to take some time to review this, group agreed.</p> <p>Add 12 <u>patient</u> members to the constitution reflecting practice members are in attendance not counted in the number.</p>	<p>AP  AP  AP</p>
7.	<p><b>Patient Feedback:</b>  Pat Linfield (PL) reported that no comment forms had been received  Linda Pugsley (LP) reported Friends and Family Test (FFT) forms had been left in the box, 6 forms with a 50/50 split on common themes, staff are superb; the issues have been with the appointment system.</p> <p>Patient complaint process - asked JS to ensure this is outlined clearly for patients to access on the website.  Post meeting comment - JS: this was already on the website under Practice Policies.</p>	<p>JS</p>
8.	<p><b>Health Awareness Displays LP and Carol Sweetland to lead.</b></p> <ul style="list-style-type: none"> <li>○ <b>January/February</b> - Healthy Living</li> </ul> <p>Topics are agreed for 2019</p> <ul style="list-style-type: none"> <li>○ <b>March/April – Keeping Safe, personal, household (falls prevention)</b></li> <li>○ <b>May/June. – Men's Health, including B.P</b></li> <li>○ <b>Summer- Mental Health</b></li> </ul>	<p>LP/CS</p>

	<ul style="list-style-type: none"> <li>○ <b>Sept/Oct – Diabetes and Flu</b></li> <li>○ <b>Nov/Dec – Possibly Arthritis</b></li> </ul> <p>JS politely requested that any display boards in the future get checked with J.S/ senior receptionist, in terms of where displayed.</p> <p>Other potential topics discussed by the group for future consideration:  Coordinate with the pharmacy re topics.  Living with chronic pain, (earmarked for 2020).</p> <p>Agreed that available NHS Screening Programmes to be a future newsletter topic.</p>	LP
9.	<p><b>Patient Representative Group (PRG) Update.– ( Note the PRG Group is a collaboration of the locality PPG Chairs): AP (Chair)</b></p> <p>Our Chair attended the last PRG meeting on 29<sup>th</sup> November. Stroke option had been reported at the PRG as Maidstone Hospital, JS was unsure if this was the final decision as another ‘meeting’ had been set.</p> <p><b>Post meeting note:</b> This meeting is The Joint Committee of CCGs for the Kent and Medway review of urgent stroke services, due to meet in January 19 to take the final decision.  <a href="https://kentandmedway.nhs.uk/stroke/stroke-jcccq/">https://kentandmedway.nhs.uk/stroke/stroke-jcccq/</a>  Note no East Sussex <u>voting</u> member on the group  <a href="https://kentandmedway.nhs.uk/stroke/decision-making-process/">https://kentandmedway.nhs.uk/stroke/decision-making-process/</a></p> <p>Other Main Issues:  111 service procurement - PRG was told the day before the public meeting was due to be held at Amex. The commissioners were seeking patient public involvement.</p> <p>It was reported at the PRG that our CCG was 131 out of 132 CCGs with regard to cancer investigations which is not acceptable.</p> <p>Uckfield Community Hospital - The Community Hospitals is another area that the PRG will be prioritising to ensure we get the best services we can for the local patients. With the Urgent Care and Extended Hours initiatives this will need to be monitored closely.</p> <p>Implications of Mega G.P practices, as in Lewes.</p> <p>Next meeting Thursday 31<sup>st</sup> January, our Chair will attend.</p>	AP
9.	<p><b>A.O.B</b></p> <p>SN noted that The NHS long term plan published was this week, what are the implications for primary care? For example Digital technology, and additional funding for primary care?  A 2 page summary was available here:  <a href="https://www.longtermplan.nhs.uk/wp-content/uploads/2019/01/the-nhs-long-term-plan-summary.pdf">https://www.longtermplan.nhs.uk/wp-content/uploads/2019/01/the-nhs-long-term-plan-summary.pdf</a></p>	

	SN enquired on the Pharmacy 2U issue, re any significant impact on our practice's pharmacy/dispensary. JS said that the dispensary has contacted any patients expressing interest to discuss their interest, and to advise on what the practice also provides. Little impact at present.	
10.	<b>Date of next meeting:</b>	
	<b>2019 Meeting Schedule</b>	
	Thursday 21 <sup>st</sup> March 2019	1.30pm
	Wednesday 22 <sup>nd</sup> May 2019	5.30pm