



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

Minutes of PPG meeting held on Tuesday 16th April 2024 at the Buxted Medical Centre

Present: Martin Ensom (Chair), Stephanie Newman (SN), Bob Ruthven, (BR) Linda Mason (LM), Jean-Mary Crozier (JMC), Sue Oven, (SO), Gina Cuthbertson (GC), Mike Batchelor (MB), Alison Ledward, (AL), and Lynne Fraser (LF)

In Attendance from Practice: Charlotte Luck Practice Director (CL), Martha Newman (MN) and Amanda Cubbidge (AC) only for item 7, which was taken as the first item.

	TOPIC	ACTION BY
1.	Welcome: The Chair, Martin Ensom welcomed all to the meeting.	
2.	Apologies for absence: Apologies - None	
3.	<p>Minutes and Matters Arising from meeting held on 5th February 2024: Minutes were agreed as a correct record by the group.</p> <p>Review of the Action Notes: 2 Items:</p> <ul style="list-style-type: none"> - High Weald forum, Chair has been in touch with Richard Hallet, Chair of the HW PPG Forum to have a conversation. - Publicity going forward locally, Chair to coordinate. <p>Matters Arising not on the Agenda:</p> <ul style="list-style-type: none"> - Final Draft of the AGM minutes completed and circulated to members. 	Chair
4.	<p>Surgery Update: The Chair welcomed Charlotte Luck (CL) to the meeting who gave the following Practice Update.</p> <p>a) Staffing Update: Lead nurse has unfortunately moved on after a few months with short notice, unfortunately not anticipated. Therefore, we are without a lead nurse.</p>	

New nurse starting at the end of May for 4 days a week, a diabetes nurse specialist, can prescribe insulin, and another nurse appointment made to start in June.

Tuesday afternoon surgeries are closed 12:30 for emergency scenario training and encouraging proactive screening, cancer screening appointments.

Booking Covid Spring boosters, East Hoathly 25th April, Buxted on 27th April, Manor Oak on the 29th April.

Over 70s and immunocompromised patients with the Moderna vaccine.

1500 text messages sent out to patients, over 200 have self booked via the link saving 200 calls.

Covid Booster the eligibility criteria are narrower, therefore not household members of immunocompromised patients, or carers, or NHS staff this time.

Circa 3,500 patients to be contacted out of 16000.

A new experienced G.P is starting in September for 3 days a week, extra 90 appointments per week.

b) New Accurx "Total Triage" Model:

Launches on Monday and will be clearly on the practice website.

Some comments on social media, which were answered quickly.

Mainly concerns re low or no tech patients.

Patients overall feedback has been very positive.

Won't solve but will help the current demand on the system hoping for an improvement of 25%* in capacity as seen in previous practices using this system.

Soft launch has already saved Dr appointments where they were not required.

Text message with the link to the form will be going out to 13,500 patients today (those who have mobile phones) and will be on the website to help access the system.

Urgent care team are going to support the triage in the first instance as a start up.

25% won't be released immediately to ensure confidence in the new system.

But more appointments will be opened up later in the day if capacity is released.

System will open to all at 8am, to not disadvantage those patients that have to ring in if they cannot access the form online.

Encourage all patients to use the NHS App for repeat prescriptions. Noted that patients can still use Patient Access App, but preference is for patients to use the NHS App.

Training sessions taking place with staff, including on how to support patients who have to phone the surgery.

	<p>From 13th June the surgery at Buxted will have a larger patient “call” screen in place, which will let you know where to go for the appointment within the building, which room. Signs will be on the rooms. Bigger new screen than the existing screen.</p>										
5.	<p>Frequently Asked Questions: Add to the FAQ: What to do if the Dr asks the patient to come back? What is expected, if the G.P doesn't make that future appointment?</p> <p>Admin forms will be for nursing appointments.</p> <p>We are expecting after the first week we may need to revise the FAQ to a version 2, once the new system has been tested, and we know what the actual issues might be. Paper copies of the FAQ are in the surgeries and a QR code is available to download this too.</p>	JMC									
6.	<p>Thematic Complaint Data: Martha Newman took the group through the data from 1st February-31st March 2024. 39 complaints raised over this time period, from 23 patients with 11 separate themes, this is out of 16,500 patients. Compares to last 2 months of 29 complaints from 22 patients with 10 separate themes, again out of 16,500 patients. Staff would rather speak to unhappy patients rather than respond in writing.</p> <p>Main Themes (Top 3), included:</p> <ul style="list-style-type: none"> ➤ Practice processes examples, anima process (former email referral), now to be replaced with Accurx. Safeguarding issues mainly around divorced separated parents, with their children's medical matters, which has allowed the team to review the training of the receptionist team, which has proven positive. ➤ Medicines Managements. ➤ Appointment availability. <table border="1" data-bbox="236 1547 1225 1776"> <thead> <tr> <th>Date</th> <th>No of complaint themes (issues)*</th> <th>No of patients</th> </tr> </thead> <tbody> <tr> <td>1st December 2023 to 31st January 2024</td> <td>29</td> <td>22</td> </tr> <tr> <td>1st February 2024 to 31st March 2024</td> <td>39</td> <td>23</td> </tr> </tbody> </table> <p>*Note 1 patient may have several complaint themes/issues.</p> <p>CL said internally happy to review this annually. SN said the practice can demonstrate to their commissioners/ NHS England contractors that you are working with the PPG to look at complaints and identify themes, where there are persistent issues how you are working with the PPG to review and remedy where</p>	Date	No of complaint themes (issues)*	No of patients	1 st December 2023 to 31 st January 2024	29	22	1 st February 2024 to 31 st March 2024	39	23	
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	<p>possible, acknowledging that these are extremely small numbers statistically.</p> <p>CL said we are reported at 85-90% on good or very good on the Friends and Family Test currently.</p>	
7.	<p>Medication Dispensing System:</p> <p>Amanda Cubbidge (AC) joined us to discuss this item to understand the difference between the dispensary and the pharmacy.</p> <p>Buxted Medical Centre (BMC) has both the pharmacy and the dispensary and a dispensary in East Hoathly. The dispensary operates under Dr Wright's jurisdiction as the dispensing Dr, not under a responsible pharmacist.</p> <p>The dispensary team can only dispense from the BMC's registered GPs in this practice, whereas the Buxted pharmacy operates under a responsible pharmacist and can dispense medications from other G.Ps out of area and other Drs, e.g. secondary care.</p> <p>The Chair asked how you can know as a patient whether you are accessing the dispensary or the pharmacy?</p> <p>AC explained the rules for the dispensing catchment are historic (1912) defining that if a rural practice is 1 mile or 1.6 KMs away from a pharmacy they can have the jurisdiction of the dispensary team. If patients live closer to the practice in Buxted then they will be a pharmacist patient, and we would hope they use the Buxted pharmacy.</p> <p>Lynne Fraser (LF) asked as to the practice at Manor Oak, Horam catchment here as no dispensing pharmacy there?</p> <p>Electronic prescribing service was switched on last year so prescriptions can be sent electronically to any pharmacy.</p> <p>If an issue e.g medicine shortages at Buxted can be resolved quickly as Dr and pharmacist are on-site and in house.</p> <p>Due to the covenants on the land the pharmacy at Buxted can only sell patients pharmacy items, not supermarket available items like plasters.</p> <p>Stephanie Newman (SN) raised she had noticed recent pressures and resulting queues at the pharmacy front desk at Buxted, and asked if there were any particular issues?</p> <p>CL said there are actually more dispensary staff, and therefore better resourced. SN asked if the staff training was causing the delays? There had been some sickness and Easter had caused pressures. Noted the shortage of various medications, possibly post Brexit issues.</p> <p>Alison Ledward (AL) asked for clarity if East Hoathly is just a dispensary what happens if the patient has a medical query, can this be answered.</p> <p>AC said all staff are NVQ level 2 trained, so can give limited advice, if multiple conditions or complex issues advice will be to speak to a pharmacist or a Dr.</p> <p>From a patient point of view these different processes across the 3 sites shouldn't affect the delivery of their medication.</p> <p>SN asked could this be clearly set out simply as a Newsletter item for the future, in terms of what's important for patients. AL agreed as we</p>	<p>CL to ask AC to support a paragraph in a future</p>

12.	<p>Zoom Meetings – to discuss specific topics: 8th May 7pm, looking at wider communication issues and social media. CL suggested PPG members may want to attend the covid clinics to talk to patients re email addresses.</p>	Chair
13.	<p>A.O.B: BR offered to do an evening event for the staff and PPG members, a save the date to be circulated to CL and committee members.</p>	BR
14.	<p>Date of the Next Meeting to be held on: Monday 10th June at 4.30-6pm</p>	