**BUXTED, EAST HOATHLY & HORAM PPG**

**Minutes of PPG meeting held on Friday 3rd July 2020**

**1.30pm by Zoom Video Call**

**Present**: Linda Pugsley (Chair), Stephanie Newman (Secretary), Carol Sweetland, Pat Linfield, John Wenham, Stephanie Mckenzie-Hill, Sylvia Shiliam, Alison Ledward, Lynne Frazer, Vanessa Biggs and Jonathan Walker.

**In Attendance from Practice**: Sara Sawyer and Dr Sarah Perry.

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|  | **TOPIC** | **ACTION BY** |
| 1 | **The group acknowledged the extremely sad news that our Chairman Alex Pincus had sadly died last Sunday and his absence will be a sad loss for the PPG.**  **Linda had sent a card to his wife from the PPG with our condolences.**  We deviated from the agenda and some points from A.O.B were discussed to give Dr Perry a chance to join the meeting. Linda pointed out that an Election would have to take place for a new Chair due to the recent death of Alex Pincus. We should also have an AGM according to our constitution. It was agreed that the next meeting will be an AGM (not in public) to elect officers. Term of officers is 3 years maximum as per the PPG constitution.  The Chair noted that Stephanie Newman (SN) had offered to continue as secretary, SN replied that she was happy to do so unless someone else would like to take this over.  Chair asked that if you propose someone; please ask them first if they would like to undertake the position before nomination.  Chair will ask Carol Sweetland if she would like to continue with the Health Awareness displays and also noted that the Chair does the newsletter.  Patricia Linfield (PL) looks after the patient comments box at Buxted - PL happy to continue with that.  It was noted that the Friends and Family Test has been suspended at the moment so patient comments will be important.  Group agreed that Sara Sawyer (SS), or any of us going into the practice will check the boxes. Lynne Frasier (LF) offered to check the Horam comments box. | ALL |
| 2 | **Apologies for absence:**  Apologies received from:  Julie Merridith  Fiona Thorpe  Quentin Birch  Gillian Rice ***noted that she has resigned*** |  |
| 3 | Chair asked if it would be possible to have PPG pigeon hole at the practice for correspondence. It was agreed as a good idea for communications.  CS joined the meeting and the Chair asked if she would continue with the health awareness displays, she agreed.  Dr Sarah Perry joined the meeting |  |
| 4. | **Surgery Update**  Dr Perry reported that there would be a phased introduction to normal routine as some are still staff shielding which affects the staff rotas.  East Hoathly will be opening shortly, not a full service and arrangements for screens to be put up in the reception area are being made.  Routine appointments, smear tests and women’s health services to start soon, coils and implants.  SN requested that communication to the public on the plans to return these services are made public on the website.  SS agreed that they are working on a backlog, and once this has been sorted they will communicate out via the website.  LF asked on asthma clinics restart, SS said that limited respiratory services are available at the moment via video consultation and telephone.  SS said they are looking at all the clinics at the moment in terms of restarting.  LP suggested that Facebook could also be used to spread information to patients.  Vanessa Biggs joined the meeting.  Dr Perry said we are in early days of restoration and recovery plans as the CCG are discussing this and guidance to the practices is not quite there yet on the reintroduction of routine work.  The surgery is starting to think about what can be done, how it can be done and what can be introduced first.  SN question why was this at different paces across the country, is this not a National start up plan?  Dr Perry agreed there did appear to be different paces of response; however flu jabs are definitely on the agenda going forward.  **CQC report update**  The practice had given the CCG their initial response with an action plan, and are working with the CCG on this.  Positive response so far.  The surgery is looking at Governance, Organisational Structures and Communications across the 3 sites.  Looking at meeting structure and staff roles.  Staff in the practice have been looking at this very positively, and patients will see positive changes from what is being proposed.  Important change to note that Jackie Smith has retired as the Practice Manager and took a short break. She has now returned as the practice Finance Manager.  Sue Trenchard and Sara Sawyer taking on more of the organisational management role.  Asked if a new practice manager be employed? Dr Perry answered that stability is most important currently as a lot of changes are going on at present with new roles and responsibilities. The surgery is not actively seeking a new Practice Manager at present. The Partners will also be taking on a more active role in clinical leadership.  Response to the Covid Pandemic is ongoing.  LF has been in touch with the Horam surgery throughout the pandemic and they have been doing a great job and wanted the group to know this.  The Chair echoed this with patients at the Buxted surgery.  Jonathan Walker asked if the website statement on the CQC could be expanded re the areas on what people are doing, action plan and the timetable.  Also could the positives on the patient care standards be emphasised? Dr Perry agreed to review this.  Alison Ledman asked if there had been any feedback from patients on the report, as it is now on the website SS said no feedback, Chair said nothing on social media either.  LF mentioned that before the pandemic online triage with a Dr was previously discussed and could this be rolled out for the future?  Dr Perry said they are looking at this and the video consultations are up and running.  Two online platforms are up and running in Sussex and this is a topic currently being discussed in the practice.  It is also being discussed with the Primary Care Network (PCN).  There is mixed opinion within the PCN, pros and cons are being debated, as there are mixed views with practices currently using it.  Norman Pugsley joined the meeting and discussed the work he was doing, as a Community Ambassador, with the CCGs across Sussex prior to the pandemic on online GP consultations.  Plan was to roll out the selected system to all practices this year. All practices will be required to implement the system. This is now on hold due to Covid. SN echoed this as surely NHS England want this as a way forward in terms of future proofing, using technology, especially as shortage of GPs and primary care practitioners. | SP |
| 5. | **Health Awareness Displays:**  Noted that these have been paused due to the Covid Pandemic, as LP and CS feel they should not be in and out of the surgery currently.  SN asked if we could do this differently going forward, with online technology, could this not be done remotely on the website, especially with the flu season coming up.  **Information routes for patients:**  SN asked if a counter could be used on the website so we get to know how many people are using this. SS agreed this can be actioned and will do this.  Chair also suggested social media should be used more, Facebook in particular is working well.  LF agreed but raised the issue that the online system will not reach more elderly people who don’t have computers. How can this be done, letters, telephone texts?  A buddy system was discussed where a patient without technology could be contacted by another patient who can use technology.  Chair suggested direct contact with Wardens of sheltered housing where notices could be posted on boards?  Dr Perry is speaking to practices that have had outstanding CQC reports on best practice model examples looking particularly at communication and collaboration platforms within the practice but not the wider patient group, so happy to look at this too.  Vanessa apologised for being late to the meeting and asked if East Hoathly was still closed?  Dr Perry said the dispensary is open, and it will be up and running in the next 7-10 days. They are waiting on the protective screens to be implemented.  Potentially it will be opened as a ‘green site’ for more vulnerable patients.  Asked if there were enough Drs to cover – they are looking at starting with an Advanced Nurse Practitioner, who can prescribe. | LP  SP |
| 6. | **A.O B.**  **Adoption of minutes of last meeting and action items:**  Minutes of the special PPG meeting held on the 2nd June to discuss the CQC report were not fully discussed, however the Chair had received the following comments on the minutes from Alison Ledward:   1. The minutes should reflect that members of the PPG had not seen the CQC report and comments given were in response to the information shared at the meeting by the practice.   An after note to the minutes reflects that the report was published the next day on the 3rd June.   1. To also note that the CQC report was not added to the Newsletter as a) the report had not been published, b) the practice was in discussion with the Clinical Commissioning Group (CCG) with regard to wider public communications, and information on the report should come directly to the public from the Practice. |  |
| 7. | **Date of next meeting via Zoom:** |  |
|  | 7th August 2020 | 1.30pm |