



## BUXTED & EAST HOATHLY Patient Participation Group (PPG)

### Minutes of PPG meeting held on 10<sup>th</sup> May 2018 – 1.30pm at the Buxted Medical Centre

**Present:** Alex Pincus (Chair), Linda Pugsley, Deirdre Browning, Carol Sweetland, Pat Linfield, Gillian Rice, Sylvia Shilliam, Stephanie Newman, Jean Holmwood, Peter Wardbooth, Jonathan Walker, John Wenham, Stephanie Mckenzie-Hill,

In Attendance from Practice : Sara Sawyer, (for Jackie Smith), Alison Burton, Dr Elizabeth Gill  
(second half of the meeting, from agenda item 8.

	TOPIC	ACTION BY
1.	<p><b>Apologies for absence :</b> The Chair, Alex Pincus (AP) welcomed all to the meeting. Apologies were received from Jackie Smith, Practice Manager Patricia Pope Vanessa Biggs</p>	
2.	<p><b>Adoption of minutes of last meeting and action items:</b> Comments/corrections were received from Jackie Smith (JS) and Linda Pugsley (LP). Minutes were agreed as a correct record by the group. <b>Action items.</b></p> <ul style="list-style-type: none"> <li>• First aid courses AP had contacted Lesley Burton, happy to support, waiting to hear back from SECAMB.</li> <li>• PPG Meeting times: Discussion re changing times to evening sessions, so that members who work can attend. Discussion on change of day to accommodate a G.P attending, and the current minute taker. Meeting times and days changed. Sara Sawyer (SS) agreed she would inform the G.P partners, of the change and that the group strongly supported continued clinical attendance at meetings.</li> </ul>	SS
3.	<p><b>Surgery Update:</b> Sara Sawyer attended on behalf of Jackie Smith to update. The new website was up and running. It was agreed that a more visible PPG button will be made available on the website to ensure ease of access for patients. Noted that the Summer Event information has been published on the website. <b>Staff Changes:</b> Dr Edward Tang left the practice on 19<sup>th</sup> April, and Dr Fiona Stewart is now retired. Chair asked if Dr Tang's replacement is underway. SS confirmed in progress.</p> <p>SS referred to the proposed merger with Manor Oak Surgery from 11<sup>th</sup> July. The group noted that the address of the surgery, in Horam, was not on the letter.</p>	

4.	<p><b>Website Update:</b> Stephanie Newman (SN) updated the group that she had made contact with Francesca, who is the practice link member for the website. It had been agreed as reported above that one of the larger icons at the bottom of the home page would state Patient Participation Group, query if this said PPG, as abbreviations cause confusion, SN agreed to check it was full wording.</p> <p>SN view was great progress had been made with this new website, and would be a good platform to launch from, with the goal of making this service user friendly, she has volunteered her support to the practice as required and happy to be the PPG link.</p> <p>SN requested that the current appointment system needs a wider debate for the next agenda, to include routine appointments and electronic access use.</p>	SN
5.	<p><b>Patient Feedback:</b> Pat Linfield (PL) reported no letters had been received to date. SN enquired whether the PPG saw the practice's Friends and Family Test (FFT) feedback? LP reported it is published monthly on a separate FFT website, SN view that the group should review this, Peter Wardbooth (PW) view was this did fit in with the group remit as reflected in our terms of reference.</p>	
6.	<p><b>PRG Update: AP</b> AP attended the last Patient Representative Group (PRG) key items reported:</p> <ul style="list-style-type: none"> <li>➤ The Kent stroke services review and concern of the possibility of Pembury being downgraded as an acute stroke centre as one the options under consideration.</li> <li>➤ MSK presentation was given by lead Directors, capacity problems were noted. If you referred to the Board there appears to be a very long wait for physiotherapy, unless it is at Wadhurst. 3,500 referrals a month received. PL concern that such a long wait means an acute issue becomes a chronic condition.</li> <li>➤ Question from PW on Uckfield Community Hospital changes with surgical work moving to Eastbourne. Possible day surgery moving out? Group unaware AP will check that out?</li> </ul>	AP
7.	<p><b>Health Awareness Displays</b></p> <ul style="list-style-type: none"> <li>○ <b>July &amp; August 2018</b> - Dementia</li> <li>○ <b>September/October 2018</b> – Winter Health</li> <li>○ <b>November/December 2018</b> – Sight &amp; Hearing</li> </ul> <p>As agreed at the previous meeting with the addition of hearing to Nov/Dec. We will consider turning the Winter Health into an awareness event, subject to an evaluation of the summer health event in May.</p>	
8	<p><b>Summer Health Event</b> LP reported back, change of date to support G.P attendance. Event to cover Travel, travel with diabetes, insurance, hayfever, stings and bites, skin</p>	

	<p>cancer, meningitis, children’s health and safety abroad.  Bus smoking cessation, weight loss diet and stress with a summer hat on  The East Sussex mobile bus, “One You” will be in attendance, this is a  mobile health awareness clinic.  To be held from 1 to 3pm on the 24<sup>th</sup> May.  Posters put up in Buxted and E Hoathly surgeries and put on the local social  media Facebook sites.  Discussion on involving Horam patients discussed but not formally part of  the practice, issue with capacity and parking at the surgery, but perhaps  this could be replicated in the future for Horam patients.  PWB raised how to get to harder to reach patients, other than the worried  well that may attend. How does the agenda get formed?  Noted that Dr Quintana has supported this with an evidence based focus,  on self help and prevention.  Noted that links available on the website.  Dr Gill attended</p> <p>9. Discussion on whether email addresses of patients can be used  EG has discussed with comms and engagement at the CCG re the event to  help publicise.</p> <p>AP asked what is the percentage of patients that don’t need to see a GP  following a consultation, EG said nationally it is 40%, at our practice an  audit showed around 15% due to the triage system  Receptionists are now trained as care navigators to triage, and Dr Perry is  involved with this work.</p> <p>AP asked EG if she could give an update on the Stroke review.  Stroke services engagement events, have been poorly attended.  The consultation closed on Friday 20 April and all feedback is now being  analysed. For information about the next steps see enclosed:  <a href="https://kentandmedway.nhs.uk/stroke/decision-making-process/">https://kentandmedway.nhs.uk/stroke/decision-making-process/</a></p> <p>EG discussed that ‘Primary care at scale’ is high on the agenda to support  8am to 8pm opening. In Lewes all practices are merging supported by the  urgent treatment centre at Lewes Hospital.  Our practice is working with Newick surgery to start 8am to 8pm, opening  hours as a pilot and this will enable every Saturday to be available.</p>	
10	<p><b>Input for Summer News Sheet – Due in June.</b>  Topics discussed included:  Manor Oak Surgery, Horam merger  Website awareness  Results of 17/18 Ipsos mori poll, if available.  Staff changes  PW agreed to do an item on skin  Item from Chair PPG</p>	PW AP
10.	<p><b>First Aid Course for Patients.</b>  Discussed under item 1.</p>	

11.	<p><b>Patient Surveys 2017/2018</b> AP informed the group that the results of the IPSOS MORI poll is expected to be Published in June/ July.</p> <p>A discussion on how to check use of the website , counter, survey. A counter on the website was suggested, to help us understand how well used. SN will discuss with Francesca (practice lead).</p> <p>Question on data protection and how we communicate going forward, can patient's emails be used or not? Legitimate question as to whether the practice could use email route, issue with workload expectations on the practice. JW volunteered to investigate whether NHS allows comms by email</p> <p>Agreed that an item on the next agenda would take place re wider communications, to support getting in touch with all patients.</p>	<p>SN</p> <p>JW</p> <p>AP</p>
12.	<p><b>A.O.B</b></p> <ul style="list-style-type: none"> <li>LP Asked if there could be a Photo board in place of practice staff, so that patients/visitors could identify who is who? Jonathan Walker volunteered to support finding out the cost of the boards.</li> <li>AP discussed an issue had been raised to him with regard to protocols for referrals and tests and results, and agreed to take this up outside of the meeting with JS.</li> <li>Jean Holmwood had attended a recent meeting on local dermatology services and has volunteered to be participant, the contract is expiring, a new contract is to look at an out of hospital model.</li> <li>Stephanie Mckenzie-Hill (SMH), raised an issue that she was unaware that a wheel chair, which was ordered by her as a donated gift in February, had been received by the practice and could they let her know? Alison Burton agreed to enquire and let SMH know.</li> <li>LP reported that a new display board was now in place on order for the health awareness displays, also a new table. JS has since agreed a second table for PPG displays.</li> </ul>	<p>JW</p> <p>AP/JS</p> <p>AB</p>
10.	<p>Date of next meeting – May 10th 2018, <b>1:30pm</b> @Buxted Medical Centre. <i>Note new meeting dates/times</i></p>	
	<p><b>2018 Meeting Schedule</b></p>	
	<p><b>Date</b></p>	<p><b>Time</b></p>
*	<p>Thursday 12th July</p>	<p>6.00pm</p>
	<p>Tuesday 11<sup>th</sup> September</p>	<p>7.00pm</p>
	<p>Thursday 8<sup>th</sup> November</p>	<p>1.30pm</p>

\*Date changed after the minutes were written