



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

### Minutes of PPG meeting held on 12<sup>th</sup> July 2018 – 6pm at the Buxted Medical Centre

**Present:** Alex Pincus (Chair), Linda Pugsley, Carol Sweetland, Pat Linfield, Gillian Rice, Sylvia Shilliam, Stephanie Newman, Jonathan Walker, John Wenham, Stephanie Mckenzie-Hill, Alison Ledward, Vanessa Biggs  
**In Attendance from Practice:** Sara Sawyer, Jackie Smith

	TOPIC	ACTION BY
1.	<p><b>Apologies for absence :</b>            The Chair, Alex Pincus (AP) welcomed all to the meeting, and to our newest member, Alison Ledward.            Apologies were received from:            Peter Wardbooth            Jean Holmwood            Deidre Browning            Dr Gill            Fiona Thorpe</p>	
2.	<p><b>Adoption of minutes of last meeting and action items:</b>            Minutes were agreed as a correct record by the group, Chair requested that the previous May minutes were put onto the website, waiting for G.P partners to approve.  <b>Action:</b> Jackie Smith (JS) will contact Dr Gill to ensure approval.  <b>Action items.</b></p> <ul style="list-style-type: none"> <li>• Staff personnel boards – Jonathan Walker had been asked to look at Boards for photos and titles of practice staff, which he had done. Linda Pugsley has got hold of a spare board which the practice has now been given. Debate on the practicalities of implementation. The group agreed that this is good practice and should be implemented, recognising this is a process that needs to be given some thought in terms of practicalities.  <b>Action:</b> Agreed to bring this item forward to the next meeting. AP to contact Jean Holmwood to see if she can help take the photographs for the practice staff.</li> </ul>	<p style="text-align: center;">JS</p> <p style="text-align: center;">AP</p>
3.	<p><b>Surgery Update:</b>            JS updated, the surgery is now offering extended hours from 8 to 8pm in conjunction with Newick, from Mon to Friday, at Newick on Mon and Weds, at Buxted, East Hoathly and Manor Oak Horam, on a Tues, Thurs, and Friday, and alternate Saturdays 9-12 as a 6 month trial.            Pre bookable by telephone but not online. This creates 40 additional appointments. The increase in appointments was welcomed by the group.            Discussion in the group on whether this should be more widely publicised to patients?            It was agreed that a notice would be put onto website with clear</p>	



	<p>Dr Peter Birtles was also expected to attend to discuss the Community Hospitals Upgrade in 2018 but he also didn't attend. The PRG and Chair concerned with this lack of engagement. PRG Chair to write to Dr Birtles requesting a report on the community hospitals strategy prior to his attendance hopefully at a future PRG meeting.</p> <p>Alan Keyes, CCG (Clinical Commissioning Group) patient lead, said that a Joint PRG meeting with Lewes Haven PPG Chairs is to be arranged in September.</p> <p>Confirmed that Peter Wardbooth from our group is now the PPG representative on the CCG Quality committee, as requested at the PRG.</p> <p>CCG collaboration is on the CCG agenda, working well with Brighton in particular.</p> <p>£10 million to save, 8m over budget this year.</p> <p>Negotiations with Brighton and Sussex University Hospital's Trust for a fixed financial envelope.</p> <p>CCGs in financial turnaround, £50m to be saved in High Weald Lewes and Haven, Crawley and Horsham &amp; Mid Sussex, Brighton and East Surrey across the CCGs.</p> <p>This financial recovery has led to a "Health and care conversation", starting in Brighton.</p> <p>Press release expected public to be expected to now pay for over the counter medicines for a range of conditions.</p>	AP
7.	<p><b>Health Awareness Displays</b></p> <p>Stephanie McKenzie Hill and Carol volunteered to help with the Winter health display in September &amp; October.</p> <p>Chair reminded LP to liaise with pharmacy to support as this worked well with the summer event.</p> <ul style="list-style-type: none"> <li>○ <b>July &amp; August 2018</b> – Dementia – Deirdre Browning</li> <li>○ <b>September/October 2018</b> – Winter Health as noted above</li> <li>○ <b>November/December 2018</b> – Sight &amp; Hearing</li> <li>○ Sight Deirdre Browning, Carol Sweetland &amp; Vanessa Biggs. Hearing Linda</li> <li>○ <b>January/February</b> - Healthy Living as noted above</li> </ul> <p>LP reported that the Hearing Bus was happy to attend the Sight &amp; Hearing display and would be in the Car Park on Thursday November 29th from 10-12.30. Jackie had been asked and approved. LP also mentioned that there was a Sight Community bus run by ESAB( E Sussex Assoc. for the Blind) and they could be asked to attend.</p> <p><b>Action:</b> At next meeting agree the 2019 programme.</p>	LP/All
8.	<p><b>CCG Update</b></p> <p>Chair reported that the CCGs are working in an alliance to support the financial situation, CCG lead is Adam Doyle.</p> <p><i>[Adam Doyle is Chief Accountable Officer (Chief Executive) for NHS Brighton and Hove CCG, NHS Crawley CCG, NHS High Weald Lewes Havens CCG and NHS Horsham and Mid-Sussex CCG, and took up his post across the Central Sussex Commissioning Alliance on 1 January 2018. Prior to that Adam was the Chief Accountable Officer for Brighton and Hove CCG.]</i></p>	

	<p>Noted that a work stream in place looking at technology use in G.P practices, and how to successfully engage patients with this debate. The Electronic Referral System (ERS) was discussed, which is now in place, but requires a fixed format for information to send to hospitals, with the aim to shorten the referral time.</p> <p><b>Action:</b> Update on the ERS implementation requested at the next meeting.</p>	JS/EG
9.	<p><b>Herbert Protocol</b></p> <p>This came through Sussex police. A form is available for carers to fill out with details on dementia patients, and with the facility to add a photograph. LP has also advertised this on local social media, see link attached.</p> <p>The group agreed this was a helpful tool to protect dementia patients.</p> <p><a href="https://www.sussex.police.uk/advice/protect-yourself-and-others/missing-persons/herbert-protocol/">https://www.sussex.police.uk/advice/protect-yourself-and-others/missing-persons/herbert-protocol/</a></p>	
10.	<p><b>A.O.B</b></p> <p>Vanessa Biggs reported 2 issues, firstly that a patient who is highly allergic to anti inflammatory medicines had not had this highlighted on her notes as a warning, it was found eventually by the Dr who saw this patient so was in the notes but not easy to find, this raised the question on how allergies should show up in patient records?</p> <p>Action: JS agreed to look into this issue.</p> <p>The second concern is what is the protocol to agree for a spouse to have access to a relative's patient notes?</p> <p>JS reported there is a form that is completed to allow this, the issue appeared that this form had been completed but not actioned, JS agreed to investigate.</p> <p>Action JS</p> <p>Stephanie McKenzie-Hill had been given specific feedback from 2 patients on great care at the practice. But had received concerns on nurse referral waiting times.</p> <p>LP reported MSK (musculoskeletal) self referral issues. Their phone was often not answered and Sara said this was because the answerphone blocks the incoming call when it is full. Uncertainty over the status of the pilot self referral scheme. AP to clarify for next meeting.</p> <p>Alison Ledward (AL) reported that she had received a good experience.</p> <p>AL also asked the group if written reports on certain items could be circulated to the group, to save time at the meeting, AP agreed to review, as there were mixed views on the practicalities of this.</p>	<p>JS</p> <p>JS</p> <p>AP</p>
10.	Date of next meeting: <b>Note changes below</b>	
	<b>2018 Meeting Schedule</b>	
	Thursday 13 <sup>th</sup> September	5:45pm
	Thursday 8 <sup>th</sup> November	1.30pm