



BUXTED & EAST HOATHLY PPG

Minutes of PPG meeting held on 15th March 2018 – 1.30pm at the Buxted Medical Centre

Present: Alex Pincus (Chair), Dr Elizabeth Gill, Jackie Smith, Linda Pugsley, Deirdre Browning, Carol Sweetland, Pat Linfield, Gillian Rice, Sylvia Shilliam, Stephanie Newman, Jean Holmwood, Dr Alice Quintana (Item 3), Peter Wardbooth, Jonathan Walker, Jon Wenham

	TOPIC	ACTION BY
1.	<p>Apologies for absence : The Chair, Alex Pincus (AP) welcomes all to the meeting. AP informed the group resignation had been received from Isabel Dean due to family commitments.</p> <p>Apologies were received from Stephanie Mckenzie-Hill Patricia Pope Vanessa Biggs Fiona Thorpe</p>	
2.	<p>Adoption of minutes of last meeting and action items: Comments/corrections received from Linda Pugsley (LP) and noted. LP agreed to send them to Stephanie Newman, (SN) so the previous minutes could be corrected.</p>	LP/SN
3.	<p>Surgery Update:</p> <ul style="list-style-type: none"> • Dr Alice Quintana - Attended the group to update. <p>AQ discussed that with the current pressures on the surgery, workload and appointments, they were looking at new models for self care and different ways of working. In particular reviewing sources of advice to patients and access and availability.</p> <p>AQ and Claire Cooper, from the reception team, had visited the St Lawrence practice in Worthing, they had met with practice manager and their PPG for ideas.</p> <p>http://stlawrencesurgery-worthing.nhs.uk/patient-educational-events/</p> <p>http://stlawrencesurgery-worthing.nhs.uk/wp-content/uploads/2015/09/PPG-Leaflet-March-2017-Web.pdf</p> <p>With their PPG support, the practice had looked at what information patients wanted, through education evenings had invited different groups</p>	

<p>to attend e.g back pain, respiratory problems, and anxiety. This allows reaching more patients in one go to give Information and just in case meds for the winter.</p> <p>An open afternoon was held, closing the surgery, they had invited district nurses, health visitors, fire service, provided entertainment too. Way of getting staff and patients together.</p> <p>Leaflets provided, developed by patients with staff.</p> <p>Question from our group on how did they prioritise topics?</p> <p>AQ said that asking the patients was the view in order to understand their priorities.</p> <p>SN raised concern on how as a PPG could we support this when a key objective from us website? Did we not need to finish this first?</p> <p>AP agreed this was an issue as would require significant input from PPG members.</p> <p>AP suggested one way forward would be to enhance our health awareness displays, perhaps move towards open days, he noted the annual AGM in held in Groombridge and Hartfield PPG</p> <p>Walking groups as another option was discussed.</p> <p>Elizabeth Gill (EG) noted that Herstmonceux surgery were promoting self help by patients meeting in café and then a walk, loneliness and isolation appears to be a big problem.</p> <p>S M-H had suggested this before. LP said she did try to get this off the ground but only had a few takers and had now had ceased. Asked why it was not popular, LP said of those who were interested in walking, many walked with other walking groups in the area or with groups of like friends or even alone.</p> <p>CQ agreed with enhancing health awareness display model, utilising clinicians working with Fiona Thorpe, coordinate education evenings with displays</p> <p>AP suggested that we poll patients for topics, launch them, and promote them.</p> <p>AP Welcomed gaining experience from other PPG's.</p> <ul style="list-style-type: none"> Jackie Smith, (JS) Practice Manager updated the group:- <p>New website is now completed and will be uploaded in the next few days. JS agreed to involve Stephanie Newman (SN) as the PPG representative. SN suggested the minutes of this meeting should go onto the PPG page of the new website, and suggested good practice would be to PDF the minutes. This was agreed, SN to action.</p> <p>http://www.buxtedandeasthoathlymedicalcentres.co.uk</p> <p>Link to new website attached above.</p> <p>AP noted that the IPSO MoRI survey will ask the question of patients on their use of the practice website.</p> <p>Jean Holmwood (JH) questioned on whether website will be across all practices, JS confirmed in time, the plan is to move to single platform</p> <p>AP asked when the Manor Oak (Horam) contract will be finalised? EG</p>	<p>CQ/FT</p> <p>JS</p> <p>SN</p>
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	<p>stated that the primary care commissioning committee is meeting in April before any final decision is taken to approve the proposed merger. Public consultation with the patients is required; J.S read to the group an initial statement to go out, which the group noted.</p> <p>EG updated on the ‘federation’ model for G.P practices which is welcomed by the centre, (NHS England), the merger will increase the patient practice population to 16000 patients, offer more services, will give G.Ps and staff more estate space, and provide resilience with manpower.</p> <p>JS informed the group that Dr Fiona Stewart is retiring after 21 years, at the end of April, Dr Fiona Stewart is holding her leaving tea party at East Hoathly as she has always been mostly based there and would like the opportunity to say “good bye” to some of her regular patients, there will be an afternoon tea for patients to attend on 26th April</p> <p>Dr Sarah Perry will become a partner, after ten years working here, and will work 3 days a week.</p> <p>LP will add this news to the newsletter.</p> <p>The group wished Dr Stewart well in her retirement.</p> <p>JS and EG reported on a recent unannounced visit from CQC inspectors as the practice had been reported on being behind in the processing of information. The inspectors had reviewed and questioned G.Ps and staff, only one key area of concern had been noted in report, which pertained to a back log of documents to be scanned, a new software version was in place which had been problematic leading to the backlog, and staff changes had been noted with current training in place. CQC Rating remains the same as good.</p> <p>SN suggested this was a good learning experience for the practice, as CQC visits can happen ad hoc, and enquired when was the last planned visit, EG agreed and advised the last inspection was in 2016.</p>	LP
4.	<p>Patient Feedback:</p> <p>Pat Linfield reported no forms.</p> <p>LP reported only Friends and Family Test forms were found in the PPG Box.</p>	
5.	<p>PRG Update: AP</p> <p>AP attended the PRG January 25th key items reported:</p> <ul style="list-style-type: none"> ➤ Kent stroke review, key item, AP recalled a previous presentation given on the Sussex stroke review. However this is a Kent & Medway review where Pembury is stood down in favour of Maidstone, in 3/5 options, a significant issue for our population, EG co firmed this is an issue that the CCG is heavily involved with. ➤ AP reported Hugo Luck and Ashley Scarff gave a presentation Sussex Community Hospital Trust upgrading Lewes Hospital to be an urgent treatment centre. EG explained there is a plan for Uckfield Hospital to be in a second wave. Concern was raised from the group on GP resources to deliver this new model of care. EG reported that had been given confirmation for 80 international G.Ps to be employed for Sussex. 	AP

	<ul style="list-style-type: none"> ➤ AP Noted that the PRG discussed that the Rotherfield practice is still having issues. Rotherfield Parish Council confirmed that it is going ahead with a plan to buy the village doctors' surgery. 	
6.	<p>Health Awareness Displays</p> <ul style="list-style-type: none"> • Foot care and diabetes display is in place at present. • The schedule was agreed as: • 1 display for 2 months <ul style="list-style-type: none"> ○ May & June 2018 -Summer Health LP, Carol Sweetland (CS) <p>Since the meeting - Gillian Rice (GR) & Peter Wardbooth (PW) have offered to be involved in the Summer Health event which will include a wider range of issues and a lunchtime event to take place on May 24th.</p> <ul style="list-style-type: none"> ○ July & August 2018 - Dementia ○ September/October 2018 – Winter Health ○ November/December 2018 – Eyes <p>JH kindly offered her daughter's experience as a graphic designer, can support some work if required.</p> <p>AP concluded that we arrange a launch event, with the suggestion to ask Pharmacy staff to be involved, (to ask Nick to support), as the PPG impressed with the resources that they use for their displays.</p> <p>Date was agreed as Saturday 19th May 10-12, in order to accommodate as many patient age groups as possible, to be held in the surgery. Now changed – see above.</p> <p>Agreed by the group to incorporate a defibrillator demonstration at the event and AP suggested he will contact Lesley Burton to support this.</p>	AP
7.	<p>First Aid Course for Patients</p> <p>Note as above 19th May to Add in defibrillator demonstration as first aid awareness</p> <p>AP will also look to contact St John's for information on first aid courses</p> <p>LP had a query on whether the defibrillator at East Hoathly had paediatric paddles, JS was aware that the Buxted practice defibrillator does, but no one could confirm so LP agreed to check.</p>	AP LP
8.	<p>Patient Surveys 2017/2018</p> <p>The group agreed that the IPSOS MORI annual poll was comprehensive and therefore no need at present to recreate a separate in-house patient survey tool.</p>	JS
9.	<p>A.O.B</p> <ul style="list-style-type: none"> • CS reported that the Community glaucoma service at Uckfield has stopped, query why was this? Alternative providers including Maidstone, QVH, Eastbourne, had been offered, she will find out more and report back • LP circulated Drafts of the next Spring newsletter to the group, which was approved, subject to additions discussed at the meeting. • Data protection act, LP requested that the group members to sign 	

	PPG data protection sheet, to confirm that the PPG secretary can hold details (email addresses etc), for the purpose of the group.	
10.	Date of next meeting – May 10th 2018, 1:30pm @Buxted Medical Centre. Note all future meeting times now agreed as 1:30pm	
	2018 Meeting Schedule • The schedule for the year:	
	Date	Time
	Thursday 10 th May	1:30pm