



**BUXTED, EAST HOATHLY & HORAM Patient Participation Group (PPG)
Minutes of PPG meeting held on Wednesday 22nd May 2019 – 5.30pm at
the Buxted Medical Centre**

Present: Alex Pincus (Chair), Linda Pugsley, Carol Sweetland, Pat Linfield, Stephanie Newman, John Wenham, Stephanie McKenzie-Hill and Gillian Rice.

In Attendance from Practice: Sara Sawyer, (Assistant Practice Manager), Jackie Smith, (Practice Manager).

	TOPIC	ACTION BY
1.	<p>Apologies for absence : Apologies from: Alison Ledward Deidre Browning Jonathan Walker Lynne Frasier Patricia Pope AP to email to ask re future attendance. Sylvia Shilliam Sue Trenchard Fiona Thorpe Vanessa Biggs Dr Elizabeth Gill Sue Trenchard Alison Ledward Jean Holmwood</p> <p>Chair (AP) reported that Quinton Birch had been in contact and would like to join us (Horam) AP to write to.</p>	<p>AP</p> <p>AP</p>
2.	<p>Adoption of minutes of last meeting and action items: Minutes of the last meeting held on the 22nd March were agreed as a correct record by the group.</p>	
3.	<p>Surgery Update: Jackie Smith reported (JS) Stephanie Quinn new registrar will be leaving in August and Dr Rosalie Goodacre will join the practice for her final year of G.P training Dr Jenny Andrews will be leaving at the end of May and we now have a vacancy for a full time G.P. Dr Gill and JS completed a modelling exercise on the practice's workforce; we have the correct number of nurses and patients per nurse/Health Care Assistants as per an average G.P practice We have two advanced nurse practitioners and use them for their extended skills. Training sessions being held with reception staff on the triage system, to determine patient priority, with pointer cards to support common clinical pathways developed by the triage lead nurse. AP (Chairman) asked if she could possibly attend a future PPG to</p>	<p>J.S</p>

	<p>update the group.</p> <p><u>Great Weald Primary Care Network</u></p> <p><u>https://www.bma.org.uk/-/media/files/pdfs/collective%20voice/committees/gpc/gpc%20england/pcn%20handbook.pdf?la=en</u></p> <p>Extended hours will be a requirement across all practices. Practices working together include, Buxted, East Hoathly & Horam, Mid Downs, The Meads, Bird in Eye, and Herstmonceux. The purpose of this is to share good practice and expertise for example, the Dementia Golden Ticket and Social Prescribing. There will be over 50,000 patients in the network. New future resources will include social prescribing link workers, physician assistants, physiotherapists, pharmacists and paramedics, designed to support the scarce G.P resource.</p> <p>Pat Linfield (PL) informed the group of a Telegraph news article re G.P session times, Stephanie Newman (SN) agreed to send this to the group.</p> <p>SN asked J.S if the information on the Primary Care Network could go onto the website.</p> <p>Sara Sawyer (SS) Gave a Telephone system update: Between 13th and 19th May:</p> <table border="0"> <tr> <td>Incoming calls:</td> <td>4319</td> </tr> <tr> <td>Outgoing calls:</td> <td>1052</td> </tr> <tr> <td>Busiest time:</td> <td>08:00 – 08:59</td> </tr> <tr> <td>Longest call to reception:</td> <td>24 minutes</td> </tr> <tr> <td>Longest call from GP:</td> <td>21 minutes</td> </tr> <tr> <td>Average answer time:</td> <td>2 mins 5 seconds</td> </tr> <tr> <td>Total number of missed calls:</td> <td>1174 (where patients have hung up in the queue)</td> </tr> </table> <p>AP Interested to know the average call time? Statistics to go into a future newsletter.</p> <p>The group discussed the requirement for a potential list of equipment for supermarkets to consider supporting its funding; J.S reported a Blood Pressure machine for the reception area was definitely required.</p> <p>PL agreed to come back to next meeting with some fund raising ideas.</p> <p>Carol Sweetland (CS) will find out more from the supermarkets, Tesco and Waitrose.</p> <p>A Table is required for Fiona Thorpe, for nurse awareness display, JS will talk to Fiona about what is required.</p>	Incoming calls:	4319	Outgoing calls:	1052	Busiest time:	08:00 – 08:59	Longest call to reception:	24 minutes	Longest call from GP:	21 minutes	Average answer time:	2 mins 5 seconds	Total number of missed calls:	1174 (where patients have hung up in the queue)	<p>SN</p> <p>J.S</p> <p>SS LP</p> <p>PL</p> <p>CS</p> <p>JS</p>
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4.	<p><u>Newsletter.</u> PPG Newsletter was circulated for approval by Linda Pugsley (LP). Chair thanked LP for another great product.</p>															

5.	<p>Website Update: Stephanie Newman (SN) nil new to update.</p> <p>AP asked if the PPG button could move to be more prominent. LP asked for photos of GPs to be updated.</p>	J.S
6.	<p>Patient Feedback: Pat Linfield (PL) reported that no comment forms had been received. As again no feedback, AP suggested we remove this from the agenda in the future. Noted there is a book on reception for compliments, which is positive for staff. Can be an issue with reception staff being faced with aggressive and rude patients, very difficult when face to face at the practice. Telephone calls are recorded so the practice manager can review the conversation. AP asked how serious the problem is; J.S said at least once a day and all age ranges. All agreed that this is unacceptable behaviour.</p>	
7.	<p>Health Awareness Displays LP and Carol Sweetland to lead. Noted the topics agreed as below. Topics</p> <ul style="list-style-type: none"> ○ May/June. – Men’s Health, including B.P ○ July/August – Summer Health/Summer Safety ○ Sept/Oct – Diabetes and Flu ○ Nov/Dec – Arthritis ○ Jan/Feb- Living with Chronic Pain 	LP/CS
8.	<p>Patient Representative Group (PRG) Update.– (Note the PRG Group is a collaboration of the locality PPG Chairs): AP (Chair)</p> <p>LP attended the previous meeting of the PRG for the Chair, held on 28th March. The following topics discussed:</p> <ul style="list-style-type: none"> ● Primary Care Network (PCN) ● NHS forward plan for next 5 years ● Healthwatch questionnaire discussed ● Uckfield Hospital <p>Concerns were discussed that it is not used to its full capacity. Run by 3 Trusts, no General Manager, consultants change. SN asked JS to discuss this issue with the new clinical director of the PCN as it is a real asset, and a real shame it is under-utilised.</p> <p>SN enquired re the stroke review, confirmed that the decision to reconfigure the acute stroke services across Kent and Medway is to be referred to the Secretary of State for Health by Medway Clinical Commissioning Group (CCG).</p> <p>PRG - Next meeting Thursday 30th May, AP to attend.</p>	L.P

9.	<p>A.O.B</p> <p>AP informed the group that Peter Ward Booth is still a member on the CCG Quality meeting.</p> <p>AP has been in contact with Tony Howell from Groombridge PPG with regard to our AGM meeting, to gain information on what they have put in place. Agreed that we hold our AGM this year, date tbc.</p> <p>SS reminded the group of her Template for a patient feedback form, and also asked if the PPG could be a stakeholder on this and for one for the telephone system, group agreed to help as required.</p>	
10.	<p>Date of next meeting:</p>	
	<p>2019 Meeting Schedule</p>	
	<p>Thursday 25th July 2019 agree date of AGM and details</p>	1.30pm
	<p>AGM, date tbc at the next meeting for October 2019</p>	