



**BUXTED, EAST HOATHLY & HORAM Patient Participation Group (PPG)
Minutes of PPG meeting held on Thursday 26th September 2019 –
5.30pm at the Buxted Medical Centre**

Present: Alex Pincus (Chair), Stephanie Newman, Lynne Fraser, Carol Sweetland, Pat Linfield, Stephanie Newman, Jonathan Walker, John Wenham, Alison Ledward, Deidre Browning, Quentin Burch, Stephanie McKenzie-Hill, and Gillian Rice.

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

	TOPIC	ACTION BY
1.	<p>Apologies for absence : Jackie Smith, (Practice Manager). Linda Pugsley Sylvia Shiliam Sue Trenchard Fiona Thorpe Vanessa Biggs Dr Elizabeth Gill Sue Trenchard Jean Holmwood</p>	
2.	<p>Adoption of minutes of last meeting and action items: Minutes of the last meeting held on the 25th July 2019 were agreed as a correct record by the group.</p> <p>Actions:</p> <ul style="list-style-type: none"> - Noted LP had made mention of non toleration of abusive patients in the PPG newsletter newsletter - Incoming calls information work by Sara Sawyer (SS), not yet done, Chair (AP) suggest put on hold due to workload, SS to do. - Need to involve Horam in the Newsletter, and hold some of the PPG meetings at Horam. 	<p>SS</p> <p>AP</p>
3.	<p>Surgery Update:</p> <p>SS reported a new registrar to start on 1st November Dr Uzma, to work 3 days. New registrar Dr Rosey Goodacre – working all day Monday with Dr Wright at Horam and Tuesdays at Buxted Noted that the Practice Nurse at East Hoathly is retiring Memorial bench to be presented in memory of Francesca Margetts, former Reception Manager at the Buxted Medical Centre, to be held on 17th October at the practice.</p>	

4.	<p><u>Proposed Annual General Meeting (AGM):</u> Discussion was held on whether we should hold a PPG AGM Suggested Agenda</p> <ul style="list-style-type: none"> - Work of the PPG - Election of Officers - Topic presentation, Primary Care Network - Presentation from a G.P partner <p>Discussion was then held on how to better communicate with patients on the work of the PPG. Agreed to hold AGM, Alison Ledward (AL), Lynne Fraser (LF) and AP to form an AGM sub committee. Proposed to hold at the surgery on either a Monday or Wednesday evening 7pm. Sub committee to look at possible dates for November.</p>	AP, AL, LF
5.	<p><u>Newsletter:</u> Noted that the PPG Newsletter had been circulated by Linda Pugsley (LP). AP thanked LP in her absence for another great product AP asked SS how many copies had been produced 20 copies at East Hoathly and 40 copies at Buxted and laminated copies provided for reception areas. Noted LP had circulated on local Social media sites.</p>	
6.	<p><u>Website Update:</u> Stephanie Newman (SN) nil new to update. SN offered to meet with SS and Jackie Smith, perhaps in the form of a website yearly review and also to look at social media site potential with Facebook etc. SN agreed to check with LP with regard to Horam social media sites for Newsletter.</p>	SS, SN, JS SN
7.	<p><u>Patient Feedback: IPSOS MORI 2019 Survey.</u> Pat Linfield (PL) Nothing to report, no comments received. SN suggested the boxes are removed as they are not used for this purpose. LF going to check what is in use in Horam. A discussion was held on the 'perception' with the Horam surgery now under the wider practice, being the poor relation. AL suggested that communication from the practice and patient feedback should be more focused on Horam, and therefore to concentrate the proposed patient survey at Horam. Lynne commented on the wonderful nurse practitioner at Horam, who was much missed. AP will check the IPSOS mori poll results for Horam. Jonathan Walker (JW) suggested the surgery could use the communication channels in the parish newsletter and or parish meetings.</p>	LF SS AP

8.	<p>Health Awareness Displays LP and Carol Sweetland to lead. Noted the topics agreed as below.</p> <p>Topics</p> <ul style="list-style-type: none"> ○ Nov/Dec – Arthritis ○ Jan/Feb- Living with Chronic Pain <p>Linda has raised concerns on ‘fly tipping’, people advertising their business on the PPG display, SS said not allowed unless relevant and agreed, all aware. Displays are in Buxted and East Hoathly surgeries, but unfortunately not in Horam as there is not the space.</p>	LP/CS
	<p>Patient Representative Group (PRG) Update.– (Note the PRG Group is a collaboration of the locality PPG Chairs): AP (Chair)</p> <p>AP attended the PRG meeting on 19th September 2019 and gave feedback to the group. A presentation was given by Hugo Luck from the Clinical Commissioning Group (CCG) on Primary Care Networks (PCNs) There are 4 PCNs in High Weald Lewes and Haven covering 100% of population</p> <ul style="list-style-type: none"> •All PCNs have signed their Network Agreement and appointed a Clinical Director •All practices are delivering Extended Hours from July 2019 •Some are recruiting additional roles (Clinical Pharmacists and Social Prescribers) •Some are working with local provider partners to provide more joined up responsive care •Part of a wider Primary Care Strategy <p>We are in the Greater Wealden PCN*</p> <p>Greater Wealden PCN* Clinical Director - Dr Ragu Rajan Bird in Eye Surgery <u>Buxted Medical Centre (Buxted, East Hoathly & Horam)</u> Heathfield Surgery Herstmonceux Health Centre Mid Downs Medical Practice The Meads Medical Centre</p> <p>High Weald PCN Clinical Director - Dr David Roche Ashdown Forest Health Centre Beacon Surgery Groombridge & Hartfield Medical Group Rotherfield Surgery Saxonbury House Surgery Wadhurst Medical Group Woodhill Surgery</p>	L.P.

	<p>Foundry Healthcare Lewes PCN Clinical Director - Dr Phillip Wallek School Hill Medical Practice St Andrews Surgery River Lodge Surgery</p> <p>The Havens PCN Clinical Director - Dr Geraldine Vaughan Chapel Street Surgery Meridian Surgery Quayside Medical Practice Rowe Avenue Surgery</p> <p>AP reported New funding has been made available for PCNs. Circa £3.20 per patient in the group, £150, 000 – 160,000 The roles of Clinical Pharmacists and Social Prescribers are the first to be financially supported, and a Community navigator role to be part of this new funding.</p> <p>Online G.P consultations procurement is to take place by the CCG, AP was asked to consider participation in this, unfortunately not unable to do this and Norman Pugsley (LP’s husband and former PPG Chair): was considering putting his name forward as lay representation. <i>Post meeting note Norman has now taken up this role.</i></p> <p>SN enquired as to whether the Community Hospital Strategy work had been discussed at the PRG as she had attended a stakeholder meeting on this in June, the secretary of the PRG, Elizabeth Keating, had also been present at this event. The workshop had looked at the 3 community hospitals, Uckfield, Crowborough and Lewes. There was a consensus view that Uckfield Hospital requires a General Manager to have a grip on services and any future service development there. It was also discussed that the new PCN Clinical Director (s) should have this in their remit, as potential opportunities going forward. AP acknowledged the discussion had only taken place on Lewes Hospital as there is now a delay in its development. SN handed AP the meetings slides and notes and offered to contact EK to see if any further update.</p> <p>PRG - Next meeting to be held on Thursday 14th November at 6pm at Uckfield Hospital.</p>	
10.	<p>A.O.B Stephanie McKenzie Hill Noted when collecting a prescription at the dispensary, there was a “why Drs can be late reasons leaflet” One side was useful however the other side was deemed a little sarcastic and therefore not helpful.</p>	

	<p>AP asked on the Waitrose equipment bid, SS had sent a bid off but not heard anything as yet.</p> <p>SS informed the group a telephone CQC telephone assessment of Buxted Medical Centre to take place on 10th October, the group wished her and colleagues well with that appointment.</p>	
11.	Date of next meeting:	
	<p>Date TBC in November as AGM.</p> <p>Date 2020 Thursday January 23rd 13:30</p>	