

BUXTED & EAST HOATHLY & MANOR OAK Patient Participation Group (PPG)

Minutes of PPG meeting held on Tuesday 4th October 2023 at the Buxted Medical Centre

Present: Martin Ensom (Chair), Alison Ledward (AL), Stephanie Newman (SN), Linda Mason (LM), Gina Cuthbertson (GC), Jean-Mary Crozier (JMC), Bob Ruthven (BR) and Mike Batchelor (MB)

In Attendance from Practice: Dr Sarah Perry, (SP) Charlotte Luck Practice Director (CL), Martha Newman Operations Manager and Josh Erswell Paramedic for item 5 only.

	TOPIC	ACTION BY
1.	Welcome: The Chair, Martin Ensom (ME) welcomed all to the meeting.	
2.	Apologies for absence: Apologies were received from Jonathan Walker. Chair intends to meet with Jonathan soon to catch up with PPG business, prior to Jonathan starting back on the committee in the Autumn.	ME
3.	Presentation from Sue Oven re new member of the PPG committee Sue presented to the committee and gave us her background to why she would like to be a member. The committee noted that she has been a patient here for the last 15 years at Buxted. The committee are keen to ensure representation across the 3 practice areas and it was agreed that we will ring fence the last space for a Horam patient. We agreed to her appointment to the committee as proposed by BR and seconded by LF. The Chair will contact SO after the meeting to confirm her appointment.	ME
4.	Minutes, Matters Arising and Actions from meeting held on 8 th August 2023: Minutes were agreed as a correct record by the group. An action sheet was previously circulated, and all items completed with just one amendment the AGM minutes are near completion SN to finish them within the next few weeks.	SN

5. Surgery Update:

The Chair welcomed Charlotte Luck (CL) to the meeting.

Staffing Update:

CL said thank you to BR for hosting the recent BBQ for the team as it had been very much appreciated by all staff and their families.

On 30th October there is a new GP starting, Dr Carly Jenkinson, will be working 3 days a week.

Recruitment and retention is still difficult in the current climate.

We have an extra 4 receptionists helping with the phone waiting times and provides a circa extra 127 hours a week.

Nursing team are settling in well with new members.

Difficult increase in demand with the hospital consultant and junior Dr strikes causing extra pressure on staff.

IT refresh project is in place this week, with support of new IT equipment and software updates. Should be more reliable and help increase in productivity.

Covid and flu:

1300 people vaccinated last Saturday.

End date has been brought forward to 31st October, with an increase in the numbers.

Group consenting of patients is in place to support this process to be quicker.

Care homes have been completed barr two and housebound patients are to be done.

Several clinics have been arranged going forward.

Additional training has had to take place for staff with the new covid vaccines.

The Chair said well done to all the staff for the swift organisation and delivery of the clinics for patients.

Next week the Practice will be closed from 12:30 on 12th October for protected learning time as requested by NHS Sussex and affects all G.P practices across Sussex.

The group felt it is important to communicate to patients how this is positive in order to support the training and development of staff and that there is cover provided.

Agreed to communicate PPG support of this going forward via social media

CL has arranged three "meet the Practice Director" sessions for patients across the three surgeries on the 6th, 13th and 23rd November in the mornings between10-12 catching patients who are at the surgery on that day, communication to go out on Facebook.

LF asked CL what is happening in regard to the shingle vaccinations and pneumonia?

In November there will be dedicated shingle clinics, there are a few hundred more patients that will now be eligible.

Pneumonia vaccine is "once in a lifetime", the numbers for this will be reviewed.

All eligible patients will be contacted.

Note on the website and Facebook will be provided by CL re immunisations.

LF

CL

CL

	JMC noted that the Government is running shingle vaccination adverts at the moment which is why people are enquiring. Thematic Complaint Data: MN provided the committee with a short report on the complaints data from July to September, 19 complaints by theme. Eleven themes which included the telephone system, (4) referrals to secondary care, (2j the EPS - electronic prescription service (1). The latter gave rise to a discussion on how this EPS works as not all patients are eligible. SN said she had received a leaflet from the post office recently advertising this service and felt that this is not clear to patients how it works or who is actually eligible and if using a 3rd party like this or Pharmacy 2 U would destabilise the current dispensary/pharmacy? The issue of receiving long term medication over several years for cancer treatments and having to do a monthly prescription is bothersome was there an alternative? SN discussed that the various models are not all that clear for patients and the PPG would welcome better understanding of this. Dr Perry said she would take this back to the dispensary and get a message back to the committee. The Chair said this should be an item at the next meeting and also asked what we can do as a PPG to help educate our patients. Urgent Care Team Josh a Paramedic on the urgent care team talked to the committee about his current role in the surgery. Duties include 'on the day emergencies', first line treatments that need treatment that day, e.g. chest infection, face to face appointment after telephone triage. Paramedics currently don't prescribe. There are 4 paramedics and an Emergency Care Practitioner (ECP) who will prescribe. Reception team look to refer as part of the triage pathway. Dedicated G.P partner who supports the paramedic work. Based here a Buxted Medical Centre but the service supports all patients across the 3 areas. Josh gave us an example of his day, today he spoke to/saw 20 patients, did a home visit and went to visit patient works though the	SP
	patients, did a home visit and went to visit patient in care homes. Communication of this model of care and how it works through the PPG newsletter would be helpful for patients.	МВ
6.	Phone System – Progress on updating and informing patients on how it works: JMC and ME met with CL and MN and a telephone system FAQ document has been produced, which JMC is now updating and working on to support patients understanding of the system. JMC asked if we could tell patients when the surgery opens i.e at state at 8am when they phone in and the surgery is closed. Discussion on the current answer phone voice on the phone system but unfortunately it is the best of the 20 odd voices in the system.	CL

	It was noted that the Vaccination phone line does not do a countdown. CL explained caller 15 or above can now choose to get a call back.	
	Looking to see if it can call back twice, so if the patient missed the	
	call, then 2 minutes after it will call again.	JMC/CL/
		ME
7	Work to be completed by JMC/CL and ME.	IVIE
7.	Feedback from the Patient Survey: The Chair had circulated comprehensive papers to the committee prior to the meeting. 100 people had completed the questionnaire, and ME will need to provide a feedback report for patients. CL Clear need to do more work with the telephones, but when the survey was done the practice did impact with staff shortages over July and August. AL comment on the analysis, that if patients haven't answered the question, we must not assume that the patient is happy.	ME
	Yes/No box but introduce a don't know box for the future.	
8.	PPG Newsletter: MB Distributed a draft outline copy to the group in the style of a community newsletter with the top topic being an "healthcare reminder" in this case on Vitamin D. Focus on education and self-care. The Chair felt we needed a balance with this and also key messages from our own PPG work programme.	
	LM asked how often would the newsletter be produced?	
	Four times a year/seasonal	
	CL offered to do a practice update with key messages and practice	
	news.	CL
	BR asked re distribution, MB would use current email addresses. CL would see if she can capture more email addresses at the next	
	vaccination clinic.	CL
	MB would provide hard copies laminated at the 3 surgeries. LM had received it in the past for the Buxted Parish magazine and asked if MB had the list of names that the former editor had? No? CL said she could help with QR codes around the surgery so the new newsletter could be downloaded.	CL
	In principle agreed this will be produced quarterly. To avoid abbreviations and spell out meanings clearly.	
	To keep to a minimum of 2 pages. Avoid any commercial adverts unless endorsed by the NHS.	
	MB concerned re the commercial adverts in the Patient Access App, SN agreed and asked what should patients use NHS APP v Patient Access as it is confusing and perhaps NHS Sussex/Integrated Care Board has a view? Concern that we don't have this knowledge and clear messaging for patients is important.	
	JMC offered to Proofread and then the PPG chair & surgery need to approve.	

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	Look for a deadline. JMC will photocopy. Timetable of dates for the quarterly issues and proof reading and copy deadlines. LM, JMC and MB to form a subgroup to support this work programme.	LM/JMC/ MB
9.	PPG Facebook Page: Lynne Frasier (LF) LF and ME have discussed the social media page to ensure the logo is correct and states Manor Oak. CL will tag our PPG page on their page. LF will aim to get something out more regularly, to encourage patients to look at it. CL suggested that it needs to ensure that it is meaningful information. SN suggested we aim for PPG information (who and what we are) and communication. Describe our PPG objectives and work programme.	CL LF
10.	PPG Health Awareness Display Boards: Collected material from the former chair. Organise a date with Martha in November to aim to get a new display board up. Cancer awareness topic and communicate on what PPG is.	LM/GC
11.	Diary Dates for PPG Meetings: Next meeting is on Tuesday 5th December at 6pm AGM July 24 The Chair will send an email out with suggested dates going forward every 2 months. SN asked if video facilities are considered in case, we can't meet face to face. AL asked if we could consider future speakers, Chair suggested every other month if topic appropriate and relevant to our work programme.	ME
12.	Any Other Business: AL asked if there was an issue with hospital letters not being sent out as in the news in North of England? Dr Perry said none that we are aware of.	