



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

### **Minutes of PPG meeting held on Monday 7<sup>th</sup> April 2025 at the Buxted Medical Centre**

**Present:** Linda Mason (LM), Chair, Stephanie Newman (SN), Secretary, Sue Owen, (SO), Gina Cuthbertson (GC), Mike Batchelor (MB), Jean-Mary Crozier, (JM), Vice-Chair, Alison Ledward, (AL), and Martin Ensom (ME).

**In Attendance from Practice:** Martha Newman (MN), Charlotte Luck, (CL) Practice Director.

	<b>TOPIC</b>	<b>ACTION BY</b>
1.	<b>Welcome:</b> Linda Mason (LM) welcomed all to the meeting.	
2.	<b>Apologies for absence:</b> Bob Ruthven	
3.	<b>Minutes, Matters Arising and Actions from meeting held on 13th January 2025:</b> Minutes were agreed as a correct record by the group.  <b>Matters Arising</b> <b>Item 10:</b> Sharing resources with other Primary Care Networks, Alison Ledward (AL) reported she had not been able to source a speaker as hoped. Chair asked about whether a Paramedic from the surgery could do a talk to us, this was agreed. Stephanie Newman (SN) reminded the group that no action note will be done, so please can the committee check their actions in the minutes. <b>Actions:</b> SN action to review the FAQs re the appointment system, Gina Cuthbertson (GC) had raised the query on how we book a follow up appointment, and it does indicate that will require a medical form not an admin form.	CL/MN

	<p>Jean-Mary (JM) has discussed this and wants to make this clearer with a future 'fact sheet,' explaining the booking of appointments process, step by step.</p> <p>Item 9: SN reported that the final AGM approved minutes are on the website, SN asked if the older years of our PPG minutes could be archived as when looking on a phone/tablet there are a lot of minutes and it looks 'messy' in this format, could this be improved.</p> <p>Agreed only need 2 years of these notes.</p> <p>Charlotte Luck (CL) said they are working on a new website so this will be improved format for devices.</p>	JM
4.	<p><b>Potential New Committee Members.</b></p> <p>Chair explained the two potential new members had been interviewed so this was a second stage to that process to introduce them to the committee, with an overview as to why they want to join the committee and to allow questions.</p> <p><b>Peter Lister.</b></p> <p>Introduced to the group and gave an overview to why he wanted to join the group, he has a current Health and Social Care background in a commissioning support regional lead position in London and Wales but is keen to do voluntary work. A discussion on conflict of interest was raised, and PL said he would complete a suitable statement every 6 months to ensure compliance.</p> <p>Link between patients and the practice was his interest, improving communications, complaint processes, and improving informal arrangements.</p> <p>Check on his ability to support the PPG agenda and work programme with current work commitments was asked and PL assured the group that was possible.</p> <p><b>Ann Bonner.</b></p> <p>Introduced to the group to give an overview of why she wanted to join the group.</p> <p>Ann told us of her interest with people and wanted to help publicise the PPG.</p> <p>Keen to support fundraising for the surgery.</p> <p>General public to interface the PPG with the patients.</p> <p>Volunteer work with the Samaritans and Macmillan, liaising with patients, and using her former health background working experience, nursing, complementary health therapy and special needs adults.</p> <p>Both candidates are from the Manor Oak, Horam surgery.</p> <p>Committee agreed that we would invite both to a couple of our committee meetings and to the AGM as a probationary period.</p> <p>Complaint/suggestion issues through the PPG boxes had been raised by the first candidate, and whether these issues had been listed? ME to share the work he had done on this looking over the last 18 months</p>	<p>Chair</p> <p>ME</p>

5.	<p><b>Surgery Update:</b></p> <p><b>A.) Staffing Update:</b>  CL informed the group new funding agreed nationally for the new GP contract, positive but still funding pressures.  3 new salaried GPs appointed giving extra appointments, circa 7.5 days of extra GPs per week, circa 187 appointments per week.</p> <p>Looking currently at efficiency in the practice, reviewing did not attend (DNAs). Looking at appointments missed which has a significant impact.  For example, one patient does this at least once a month.  SN asked if there was a system process to deal with this issue?</p> <p>New policy DNA if patients do not attend twice, they are written to if 3 times they will be written to and then potentially removed from the list if no justifiable reason.  Highest number of DNAs was in October with 206 appointments missed lowest Feb 127.  If each appointment was an average of 10 mins, then in October circa 34.3 hours of appointments were lost.  On the screens we will show attendance in a positive manner e.g. 99% of patients attended their appointments and show an average of how many hours were lost.</p> <p>Group of patients with serious MH entitled to a yearly review numbers were looking low so we have an Advanced Nurse Practitioner role (ANP) who can review, and they can schedule or just turn up</p> <p>Working on a proactive fragility project for patients who are clinically vulnerable using the ANP to have conversations with them about how we can help to reduce hospital admissions.</p> <p>Uckfield League of Friends have donated almost £4,600 for specialist examination couches, two are bariatric (for larger patients), at Buxted and Manor Oak, and a specialist female gynae couch.</p> <p>Covid vaccinations clinics starting on Friday.  135 care home and housebound patients vaccinated approximately 110 remaining.</p> <p>Chair raisers have gone on at Manor Oak and Buxted, East Hoathly need to be adapted.</p> <p>New check in screen in Buxted and patients can now check in on their phone.  Slides at Buxted ask patients to look for their names.  New signage on doors at Buxted dementia and child friendly with pictures and to rolled out across all 3 sites.</p>	

	<p>NHS Sussex Integrated Care Board (ICB) being asked for a 30% headcount reduction and 50% by end of the year. CL was concerned that the reduction in resources from the ICB will also have an impact on the practice.</p> <p>Good news for year end, Quality Outcome Framework (QOF) we scored 93.33% which is excellent. Drop is the issue where children are not vaccinated, (parent choice) the practice cannot exception report this, and if not for this we would have been 99.45% achievement. CL asked the PPG to get involved with the Childhood immunisation vaccinations Board to support change.</p> <p>Easter opening times Buxted Pharmacy Easter Sunday 2-5. Tesco's open 10-4 Good Friday and Easter Monday.</p> <p>Next protected learning to be held on Weds 30<sup>th</sup> April training on different patient communication styles</p> <p>New Practice Website is hoped to be launched in June.</p> <p>National Primary Care Audit - Cardiovascular "CVD prevent" we are the third most improved in Sussex. This extracts routinely held data, and we have a 16% improvement from February 2024.</p>													
6.	<p><b>Thematic Complaint Data:</b> Martha Newman (MN) took the group through the latest complaint data from 1<sup>st</sup> January 2025 to 31<sup>st</sup> March 2025. 48 complaints raised over this time period, from 24 patients with 11 separate themes, this is out of 16,500 patients. Observation from the group was that the number of complaints remain low.</p> <p>Main Themes (Top 3):</p> <ul style="list-style-type: none"> <li>➤ Practice processes *</li> <li>➤ Appointment availability</li> <li>➤ Attitude of staff</li> </ul> <p>The table below captures data for comparison:</p> <table border="1"> <thead> <tr> <th>Date</th><th>No of complaint themes (issues)**</th><th>No of patients</th></tr> </thead> <tbody> <tr> <td>1<sup>st</sup> December 2023 to 31<sup>st</sup> January 2024</td><td>29</td><td>22</td></tr> <tr> <td>1<sup>st</sup> February 2024 to 31<sup>st</sup> March 2024</td><td>39</td><td>23</td></tr> <tr> <td>1<sup>st</sup> April 2024 to 31<sup>st</sup> May 2024</td><td>44</td><td>26</td></tr> </tbody> </table>	Date	No of complaint themes (issues)**	No of patients	1 <sup>st</sup> December 2023 to 31 <sup>st</sup> January 2024	29	22	1 <sup>st</sup> February 2024 to 31 <sup>st</sup> March 2024	39	23	1 <sup>st</sup> April 2024 to 31 <sup>st</sup> May 2024	44	26	
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	<p>*Practice Processes include:  Online consultation  Missed appointments  Appointment changes  Clinical document management  PSA Protocol  Safeguarding processes  Phone answering  GDPR (data protection)</p> <p>**Note 1 patient may have several complaint themes/issues.  Some complaints had come in via NHS England and had not been upheld.</p>			
7.	<p><b>What is PPG Overview and New Logo</b>  Group was set up to review what a PPG is, signed off by NHS Sussex, came out of the work via pan Sussex PPG group that AL was on with 3 other members.  The group reviewed lots of documents from around the country, to produce a one-page summary, enclosed.  It also made it clear what a PPG is not!  All agreed very helpful and useful for future recruitment.  Noted new logo with thanks to CL and her team for support, as per the top of the minutes.</p>			
8.	<p><b>Vaccination Clinics – Patient email gathering/rota Form available at the surgeries for patients to fill in their email</b>  Templates available for getting email addresses from patients by PPG members attending the clinics and would be there alongside slips for patients to take away to fill in.  Buxted – ME, SO, LM  Manor Oak ME, JM  East Hoathly SN, JM  Chair said spare Newsletters will also be available to give out, hard copy and via QR code.  MN said there were 1,108 patients booked in.  SN said a good way to communicate with patients about the patient group (PPG), as well as getting email addresses.</p>			Chair
9.	<p><b>Fundraising:</b>  JM propose a sub committee of the PPG to look at fundraising for equipment for the practice across the 3 sites, with CL support.  The 2 new members had also expressed an interest.  AL asked whether this is an issue and whether this is a PPG role.  Potentially could be a Friends of the Practice type group.  JM to put forward a proposal for this, and report back.  Potentially JM can also discuss this at the AGM.</p>			JM JM

10.	<p><b>Patient emails/GDPR and Facebook</b></p> <p>Martin Ensom (ME) informed the group, 250 email addresses held currently by the PPG for communication and distributing the newsletter.</p> <p>Facebook</p> <p>ME told the group that the PPG Newsletter has been published on it. SN said this has been an issue for a while that we don't have a 'social media' expert on the committee and it isn't just Facebook people also use, instagram, tik tok etc.</p> <p>And to agree for this year that to use it for only important items like the Newsletter and AGM notices.</p> <p>AL advised that NHS Sussex had produced Interim guidance on GDPR for PPGs, gone to the information commissioner for approval. Once finalised, AL will circulate it, and send the interim copy to ME.</p>	AL
11.	<p><b>Cancelled Appointments:</b></p> <p>Covered under item 5.</p>	
12.	<p><b>Newsletter:</b></p> <p>Jean-Mary (JM) is leading this work with ME next one is one is due in June</p> <p>JM will look at the newsletter timetable, pending a review of the health awareness topic lists for the next 3 months.</p> <p>Paramedic role</p> <p>Issue with urine samples</p> <p>Missed appointments</p>	CL/JM/ME
13.	<p><b>High Weald PPG Forum Update:</b></p> <p>Alison Ledward (AL) reported to the group that she had attended the High Weald Forum Meeting held last week.</p> <p>Discussed the PPG Poster and the GDPR guidance as previously mentioned.</p> <p>Other information:</p> <p>Uckfield hospital day surgery unit was "mothballed" in December and patients were then meant to go to Eastbourne, although the latter has not happened as Eastbourne was apparently, not ready.</p> <p>This was meant to be a 6-month trial, but the service has shut with no alternative for those patients probably still on a waiting list.</p> <p>A petition is in place at present, to keep it open, can we respond as a PPG? The Uckfield league of Friends have supported this, it is on Change.org.</p> <p>SN said if it had been stopped and no alternative provided this is not good for patients.</p> <p>Discussion on G.P surgeries doing blood tests for hospitals it has to be with the right form, (given to the patient), and that the test can be done by the Practice.</p>	

	<p>Most agreed this takes place now at our practice and is easier than making a phlebotomy appointment at the hospital.</p> <p>Issue discussed on underperforming GP surgeries work done by the mail online and on social media.</p> <p>CQC assessment of underperforming GP surgeries, valid from March this year.</p> <p>West Sussex 1.4% of surgeries underperforming Brighton &amp; Hove 9.7% East Sussex 15.7 % Noted that we are not one of them!</p> <p>First pan Sussex face to face PPG meeting to be held on 26<sup>th</sup> April PPG in Ardingly.</p> <p>AL to send out the invitation to the group as be good to get attendance.</p> <p>Chair attended last time so if anyone else wants to attend then they can, so Chair suggesting that JM goes instead of her and ME will also attend, let the Chair know if you wish to attend.</p> <p>The Chair discussed that a grant could be available for the PPG to help with administration costs, if we received it, we would give it to the surgery to help with photocopies etc.</p>	<p>AL</p> <p>All</p>
14.	<p><b>Health Awareness Boards:</b></p> <p>Boards to link in with Facebook and newsletter.</p> <ul style="list-style-type: none"> <li>- Missed appointments</li> <li>- Childhood vaccinations</li> <li>- What is a PPG? Put up the Poster</li> <li>- National Walking Month</li> </ul> <p>Mike Batchelor asked if a U3a information Poster could be put up, tbc if room is available.</p>	SO/GC
15.	<p><b>Any Other Business</b></p> <p>AL is going to step down at the AGM after serving 7 years on the committee.</p> <p>AL thanked CL and MN for all their hard work in changing the practice over these recent years.</p> <p>AL reminded the group that at the AGM we will all be up for renewal on the committee.</p> <p>AL also stated that notification and the advert of the AGM will need to go out with 21 days notice.</p> <p>SN wanted to say if this is the last meeting for Alison, beside attending the AGM, if she is not able to make the June committee meeting, to thank her very much on behalf of everybody for working so tirelessly on behalf of the PPG and representing us so well on the pan Sussex PPG forum, she will be missed.</p> <p>GC raised an issue with a patient needing a blood test fortnightly for a severe kidney condition has been having difficulty to get this, CL</p>	Chair

	said if he does the request through an admin request then this can be dealt with.	
16.	<b>Date of the Next Meetings for 2025 to be held on:</b> <b>Monday 9<sup>th</sup> June 4.30pm with a focus on AGM agenda plan.</b> <b>Tuesday 1<sup>st</sup> July AGM 6.30 for 7pm start.</b> <b>Monday 8<sup>th</sup> September 4.30pm.</b> <b>Monday 24<sup>th</sup> November 4.30pm.</b>	ALL