



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

Minutes of PPG meeting held on Monday 24th November 2025 at the Buxted Medical Centre

Present: Linda Mason (LM), Chair, Stephanie Newman (SN), Secretary, Bob Ruthven, Peter Lister, (PL) Sue Oven, (SO), Gina Cuthbertson (GC), Jean-Mary Crozier, (JM), Vice-Chair, and Martin Ensom.

In Attendance from Practice: Charlotte Luck, Practice Director.

| | TOPIC | ACTION BY |
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| 1. | Welcome: Linda Mason (LM) welcomed all to the meeting. | |
| 2. | Apologies for absence: Martha Newman | |
| 3. | Minutes, Matters Arising and Actions from meeting held on 9th September 2025: Minutes were agreed as a correct record of the meeting on 9 th September. Matters Arising: Fundraising: Peter Lister (PL) congratulated Charlotte Luck (CL) for the circa £5k donated by the League of Friends, specifically for Patient Information screens at East Hoathly and Manor Oak. But there is an opportunity for an NHS digital bid to be approved and if this is agreed then the funding could be diverted elsewhere. Expressions of interest to NHS Sussex were due on Friday. | CL |
| 4. | Potential New Committee Members: The committee were introduced to two potential new members, Sue Goodliffe and Lesley Burton. | |

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| | <p>Both gave an overview of their skills and previous experiences and said why they wished to join the group.</p> <p>Following a question and answer session the committee agreed to co-opt them onto the group at the next available meeting in the New Year. The Chair will contact them.</p> | LM |
| 5. | <p>Surgery Update:</p> <p>a) New Website: CL updated that the new website is ready to go LM and JM have seen it. Kept the yellow box in the front for ease of access, it will be more NHS in style and hoped patients find it easier to navigate. Waiting for the GP partners to agree it and then hoped to go live in a weeks time</p> <p>b) Vaccinations and Weight loss service: Almost 1700 covid and 3350 flu vaccinations completed. Encouraging patients who are eligible to come forward.</p> <p>The practice has just starting the Mounjaro weight loss service. Eligible patients will be contacted to offer this service to them, however the strict criteria has meant low numbers are eligible. BMI of over 40 and 4 out of 5 medical conditions to be eligible.</p> <p>c) Other updates: CL met with Uckfield Hospital recently and have been trying to build links with them.</p> <p>Nurse going on maternity leave in the New Year – another colleague in dispensary also going on maternity leave.</p> <p>Paramedic is having an extended honeymoon, back in January.</p> <p>Colleague at East Hoathly Dispensary has been training to do phlebotomy and has now started clinics.</p> <p>A dispenser and HCA recently left to commence a nursing course in Poland. Still in touch- she's doing well.</p> <p>Have restarted a spirometry service.</p> <p>CL had attended a conference in Manchester exploring how other practices are working with total triage including looking at other software and also attended the East Sussex PM Conference, hearing updates from NHS Sussex. Their redundancy programme is now in full motion. East Sussex ICB will be combining with Surrey Heartlands Integrated Care Board (ICB).</p> | |

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| | <p>Peter Lister (PL) asked if a new structural map was available, CL said not yet.</p> <p>Dr De Waal began working as a salaried GP with us at the beginning of November. She is working three days a week.</p> <p>Demand has gone up by approximately 20% since 1 October 2025 Continuing to send out chronic disease invites. Other vaccination clinics are being run eg shingles.</p> <p>d) Complaint Data</p> <p>CL took the group through the latest compliant summary prepared by Martha Newman. There is small rise in complaints noticed. Reviewing the quarter from September to November looks like 29 complaints. Out of a total of 66 complaints from April 25 to November 25 66 complaints of which 40 were not upheld, 13 partially upheld and 7 upheld. CL to ask MN to add the data into a quarter subtotal, so this can be compared with past data. PL asked if this is done by geographical site, CL said no and Stephanie Newman (SN) said that patients will attend across the 3 sites so not sure if this would be helpful. Gina Cuthbertson gave CL very positive feedback from patients she had met at the vaccination clinics. SN asked if the practice collects the compliments or positive feedback, CL said no but it would be worth considering this.</p> | CL/MN |
| 6. | <p>Confidentiality:</p> <p>Any PPG communication must go out through the chair or the vice chair if Chair unavailable. SN asked if we could not reply to all, unless really important but do cc JM as vice chair.</p> | |
| 7. | <p>Patient Emails/GDPR and Facebook</p> <p>Martin Ensom told the group that the system is nearly there with the PPG email and thanked the group for collecting email addresses, but noted this was predominantly from older patients. No further progress on PPG Facebook. SN asked how the Practice Facebook site is going. JM noted that most PPGs do not have Facebook sites. CL said more posts have been made recently, Chair said that letting patients know when the surgery is closed for training has been helpful.</p> | |
| 8. | <p>Vaccination Clinics Feedback and Data Collection:</p> <p>LM has decided collecting email addresses via the vaccination clinics has not been the best way, so this will not be continued. Ideas for collection of email addresses for the next meeting. CL said a big sweet jar with a guess the number and give an email address and subscribe to the Newsletter might be a good idea to try? Data protection may change in the future to allow the PPG to get access to the email addresses for new patients. One to consider in the New Year, perhaps for Easter?</p> | All |

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| | Agreed we would come back to this item with ideas for the New Year on how to connect with our patient population. | |
| 9. | <p>Newsletter:</p> <p>JM and CL will hopefully meet to discuss the current issues/practice news. LM said should we do a newsletter?</p> <p>The group discussed this as we are one of a few PPGs to produce a newsletter. Should this be less frequently instead of quarterly?</p> <p>But with new people on the group we may have more resources to help with this.</p> <p>JM to discuss with ME and CL and come back to the group with a proposal on option for the way forward if a meeting could be arranged</p> | JM/ME/CL |
| 10. | <p>Health Awareness Boards:</p> <p>Sue Owens (SO) gone to organisations to get professional information from them, Prostate Cancer is going to be the next topic. CL congratulated Sue and Gina for the work on this, as the boards are looking really good.</p> <p>CL was asked if any patient feedback and LM and JM discussed that the "Suggestion boxes" are moved to the tables, to enable better feedback as the box will be easy to notice on walking in to the surgeries.</p> <p>SN asked on what is happening at East Hoathly and Manor Oak (MO)?</p> <p>GC said there is one Board at EH and MO, however smaller. No table for displays, CL agreed to get a table for MO.</p> <p>GC asked if we can have more Perspex display stands. CL asked to be shown what is required.</p> <p>Discussed on whether we require information on what is a PPG. CL suggested that the screens can contain information on what the PPG is and does.</p> <p>LM asked if we should reduce this to one topic a quarter, this was agreed. PL made an observation that only patients who go into the surgeries will see this and it was agreed that a photo of the boards could be included onto the practice website.</p> <p>SO and GC to send photos of the boards, once completed to CL to then be uploaded onto the website.</p> | <p>CL</p> <p>GC/CL</p> <p>CL/MN</p> <p>CL</p> |
| 11. | <p>Fundraising and Suggestion Boxes:</p> <p>Suggestion boxes covered under item 10.</p> <p>Fundraising CL discussing with JM and staff to get information on what is required.</p> <p>Buxted Construction (BR) has agreed to fund bariatric scales for each surgery.</p> | CL/BR |
| 12. | <p>Code of Conduct and Terms of Reference (ToR):</p> <p>LM shared a draft copy which we will all need to sign when completed. The code of conduct will be attached as an appendix to</p> | |

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| | the ToR. M, ME, JM will meet in the New Year to finalise the documents for us to ratify at the next meeting | LM/JM/ME |
| 13. | <p>High Weald PPG Forum Update:</p> <p>JM and PL reported to the group that they had attended the High Weald Forum Meeting.</p> <p>Interesting to see what other PPGs are doing.</p> <p>A detailed note of this meeting was sent round by PL to the committee.</p> <p>The Chair and CEO of the new ICB are from Surrey Heartlands Integrated Care Board (ICB).</p> <p>The group discussed this will be a significant cultural change, with the Sussex and Surrey ICBs merging.</p> | |
| 14. | <p>Primary Care NHS Framework:</p> <p>Link - Modern general practice model england.nhs.uk</p> <p>SN had shared this paper on Primary Care with the group it was a medium term planning framework published on the 24th October, with a foreword from Wes Streeting, Secretary of State for Health, and the Chair of NHS England, 3-5 year plan from 2026 to 28/29.</p> <p>On the NHS England website, lots of information in relation to improving patients access to GPs and improving patient's experience.</p> <p>Targets for 26/27 to 28/29:</p> <p>90% same day appointments for all clinically urgent patients face to face, phone or online, In consultation with the profession.</p> <p>Focus on pharmacy, with the pharmacy at Buxted and East Hoathly and the dispensary; we are hopefully well placed to enact these ambitions.</p> <p>SN had seen a National General Practice Improvement Programme and The Model of Modern General Practice, attached.</p> <p>Looking at the vision going forward, looking at access, phone, online, walk in.</p> <p>1:5 of GP appointments are for non-medical reasons, e.g loneliness, housing, debts.</p> <p>Emphasis on joined up data, population health, system wide population health management.</p> <p>Wider "Neighbourhood health systems" are being proposed.</p> <p>Seems to be a move from locality to a wider basis which is one for us to watch to ensure this is not detrimental to the service we currently have here.</p> | |
| 15. | <p>PPG Network Meeting:</p> <p>PL sent to the committee with agenda items for consideration by PPG. Items on the action plan are what the ICB via Dawn Bamforth would like us to consider as a PPG.</p> <p>Not everyone could download the paper, so agreed others would need to be able to open this.</p> <p>SN asked if there is anything urgent that is required here?</p> <p>PL would be happy to work with others to consider this.</p> <p>Next meeting of the East Sussex PPG Network group is on 26th January, agreed all would look at this and respond to LM/PL within 2</p> | |

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| | weeks and let LM know if you want to engage and form a working party. | ALL |
| 16. | Any Other Business: Feedback to Appointments: GC, had two appointments on the same day one was positive and one not. Couldn't tell which appointment feedback was for? CL explained this doesn't matter as it is anonymous, so you can give positive and negative comments on either one. | |
| 17. | Date of the Next Meetings for 2026 to be held on: Thursday 12th February 3pm. Monday 20th April 4.30pm AGM July date tbc | ALL |