

**BUXTED, EAST HOATHLY AND MANOR OAK**

**PATIENT PARTICIPATION GROUP (PPG)**

**Minutes of PPG Committee meeting held at 4.30pm on 27 September 2022**

**at St Mary’s Hall, Buxted**

**Present**: Alison Ledward (Chair), Jonathan Walker (Vice-Chair), Bob Ruthven, Vanessa Biggs, Linda Pugsley, Lynne Fraser.

**Practice Representatives:** Dr. Sarah Perry, Charlotte Luck (Practice Director),Jo Matthews (Human Resources Director), Martha Newman (Operations Manager).

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|  | **TOPIC** | **ACTION****BY** |
| 1.  | The Chair welcomed everyone to the meeting and acknowledged that it was good to be having a meeting in person after so long.**Apologies for absence:** Stephanie Newman. |  |
| 2. | **Adoption of Minutes of Last Meeting held** at 4.30pm on Friday 22nd July 2022 by Video Call.Minutes were agreed as a correct record and approved unanimously. |  |
| 3. | **Matters Arising:**The Chair noted that: Stephanie McKenzie-Hill had also resigned from the PPG Committee.The Practice had stated that currently they were unable to provide someone to take the Minutes of the PPG Committee meetings and therefore a volunteer was required to take up the post of Secretary. | All PPG |
| 4. | **Surgery Update:**CL began her Surgery Update by thanking, on behalf of SP and all the Partners, all the members of the PPG Committee for the work they do.It had been a period of much change in the Practice and they were pleased that they were receiving lots of positive feedback. CL noted that the announcement of some information needed to be controlled and should not be included in Minutes intended for publication.The Practice had recruited 5 part-time Paramedics. They were currently undergoing a one month induction period during which they would be sitting in on appointments. Four of them have come from the 111 Triage system and the fifth is a former ambulance Paramedic. They have significant experience so should make a great addition to the team. They should have their own patient lists in about 6 months time. This should result in around 15,000 extra appointments per year. Reception staff will require additional training on the capabilities of the Paramedics to ensure that patients can be correctly allocated to them.The new Paramedics will increase on the day capacity for GP appointments. This should allow GPs to have more routine appointments for chronic conditions. At present there was not enough room to give the Paramedics their own space, so an old patient records room is being converted. The use of Paramedics may be replicated at East Hoathly and Manor Oak Surgeries in due course.The Practice is looking to recruit an Advanced Clinical Practitioner or Advanced Nurse Practitioner (ANP). ANPs can prescribe medications but will refer to GPs for confirmation of some prescriptions.Two new Health Care Assistants (HCAs) had been recruited and they would also require a one month induction period. It was hoped that recruitment of the additional HCA resource would assist with resilience within the team. It was intended that more blood test appointments would be done by HCAs releasing more time for Nurses to undertake other tasks. The collection of blood samples in the afternoons had now been arranged which meant that afternoon blood tests and afternoon chronic disease reviews such as for diabetes, were now available.A First Contact Practitioner for Musculoskeletal (MSK) services, Jack Rowe, had been recruited and would provide the contact point for referrals for treatments including physiotherapy and joint issues.A new nurse, Jo Whittle, would be joining the Practice in the following week.The Practice was seeking to recruit a Lead Nurse and more Receptionists.The Friends and Family Feedback system was open on the Website and positive feedback had been received with 93.1% of respondents giving a good/very good rating in the last month. FFT data was also collected by way of texts being issued to patients whom had had appointments at the practice. Paper forms of the FFT were also available In each reception area for patients to complete should they choose to do so.The Practice had been promoting the use of the NHS App for patients to get access to all their health information but particularly as a means to get test results. Following on from a suggestion from JW, patients receiving a blood test were now given a slip of paper with a QR code linking to the NHS App. This had resulted in a 10-fold increase in requests for the App (which all have to be approved by a GP) but this should lead to a reduction of telephone enquiries for test results in time.The Practice would be holding a training day on the afternoon of 18 October and would be closed. Advance notices were being posted. The dates for these training dates are determined by NHS Sussex, the Practice’s commissioners.The Practice had already administered 2,000 flu jabs, 1,500 more were booked. It was noted that this does help the Practice with its sustainability.Covid-19 vaccinations had been limited to 300 for just the most vulnerable patients. This was because there was presently insufficient vaccine supply across Sussex to allow a wider role out. Each practice who had requested vaccine had only been given a small allocation. A catch-up clinic had been arranged for Saturday 8th October. Those booked in will have been allocated a Covid-19 vaccination. Initially the Covid-19 and Flu vaccinations were to have been administered separately, but doing them together has now been approved. A Covid-19+Flu clinic would run on 15th October.Stoptober – One You East Sussex were able to give patients e-cigarettes for those wishing to cease smoking,The CQC had recently carried out a follow up Inspection. This had involved a lot of reports and the submission of large amounts of evidence. Initial feedback seemed positive and everything went well. The Inspectors made verbal comments commending the level of improvement since the previous Inspection. The Practice would receive the Inspector’s Report in 4-5weeks time. The Practice Director would meet with the PPG Chair/Vice-Chair when it is published.**Surgery Update Comments:**The Chair expressed her support to the Practice for the work done in preparing for the CQC Inspection and hoped for the desired outcome.SP commented that the improvements that had been made in the Practice were embedded in the way the things now worked. It was noted that the whole Inspection process took a week.The Vice-Chair reiterated that a redacted version of the Minutes would be agreed with the Practice whenever the Practice briefed the PPG Committee with sensitive information. | CL/AL/JW |
| 5. | **Draft Constitution:**The Chair outlined the proposal to make significant amendments to the PPG Constitution and reminded those present that the Draft Constitution had been circulated to everyone prior to the meeting. The Chair explained that the proposed Draft Constitution had been produced after reviewing many other PPG constitutions and the guidance of NHS guidelines. The Chair, Vice-Chair and LF had all worked on the Draft.The Chair asked for any comments on the Draft Constitution.LP sought clarification regarding the PPG Representative on the High Weald Locality Patient Representative Group. It was confirmed that this was specified in the Draft Constitution.BR sought clarification about the wider membership of the PPG. The Chair confirmed that all 15,000 patients would be members of the PPG and that this was normal practise. The PPG Committee would in future be elected at an AGM. In order to provide some continuity three members would stand down next year to enable an overlap to be provided in the future. Reassurance was given that they would be eligible to stand for re-election. The Chair said that she was willing to be one of the three.VB suggested that a recruitment drive would be needed. This was agreed.BR expressed some concern that insufficient people knew about the PPG or that one even existed. This was agreed. Discussions with the Practice had already taken place to improve the PPG links, visibility and content on the Practice website.It was noted that the start time for the telephone bookings system was different at the three surgeries. CL explained that this was due to pre-existing contracts with reception staff and that this would take time to change. CL stated that all patients could phone Buxted, or any of the other sites, to make appointments.CL acknowledged that the Practice was considering a rebranding with a new name and a new website. No timescale had been set for this as yet.It was noted that the Draft Constitution still referred to Horam and that this caused some irritation to patients of the Manor Oak Surgery. LF said that as a patient from Manor Oak, she preferred the use of the Manor Oak title rather than Horam. After some discussion, it was proposed that the name of the PPG be changed to Buxted, East Hoathly and Manor Oak PPG and that the Draft Constitution should reflect the new name. With this amendment, the Draft Constitution was approved unanimously.The Chair would arrange a time for herself and CL to sign the document once the name changes had been made. | AL/CL |
| 6. | **Chair Handover Dates:**The Chair confirmed the handover dates as: Chair Vice-Chair1 Nov 22 JW LF1 Feb 23 LF VB1 May 23 VB BRFrom AGM (date tbc) BR LP(date tbc) LP JM(date tbc) JM SN(date tbc) SN |  |
| 7. | **PPG Action Plan:**Covid-19 had resulted in many PPG activities being put on hold, such as health displays, surveys and visiting speakers. The Chair spoke about the concept of having a PPG Action Plan that would contain tasks to enable forward planning and, in particular, to provide continuity during the period when the PPG had a “rolling” Chair. AL put forward the following list of ideas to form the Action Plan (in no particular order):Speakers – speaker topics and the frequency of such invitations was discussed. It was decided that it should be arranged for every other meeting. Suggestions for speakers included: Healthwatch, PCN Mental Health Co-ordinator, Social Prescriber. AL asked everyone to think about other speakers they would like to hear from at a PPG meeting.Health Displays – it was proposed that these should be tied in to NHS campaigns and coordinated with the Practice. It was agreed that this would make best use of the opportunity to provide health information. There was general agreement that this form of self-help for patients was really important. It was noted that some of the existing material held by the PPG was probably out of date (with the PPG having been unable to put up Health Awareness Displays during the pandemic) and would need replacing if it had not already been disposed of but that new material would be available from the NHS. It was agreed that the Health Displays should start again in January 2023. LF suggested that one of the themes might be Covid-19.Patient Surveys – There was general agreement that there was a need to start Patient Surveys again. It was agreed that the Chair would work with the Practice on a theme that can result in action. The target date for the next Survey would be Spring 2023. Dr. Perry put forward one idea of asking patients how they access their own health awareness information or information about the Practice. The PPG will need to consider potential survey ideas after Christmas.PPG Recruitment – It was agreed that a recruitment campaign was required in order to find additional members for the PPG Committee in line with the new Constitution, with a particular focus on recruiting new members from the East Hoathly and the Manor Oak surgeries if possible. It was agreed that this should be the first target of the Action Plan. The campaign should seek to explain to people what the PPG is and what it does. There was a general discussion on how this might be achieved, including increasing the reach of the PPG newsletter. It was suggested that the campaign could include the Surgery display screens, and having hard copies of the newsletters available in surgeries and pharmacies. The idea was also suggested of having a barcode to scan for a download of the newsletter.PPG Audit tool – AL informed the PPG of a self audit tool she had come across to assess the health of the PPG as a working group. She suggested that the PPG considers this as a future item on any Action Plan.SP asked if the PPG could be used to source volunteers to act as drivers and helpers for those without transport or mobility issues. Following discussion, it was felt that the PPG was not in a position to provide this service.AGM – The Chair proposed that given the nature of the current “rolling” Chair, that all the Chairs during the past 12 months would share the coordination of the AGM in July 2023. | All PPGJW/LFLF once ChairAll PPGAL/JW once ChairVB/AL/JW/LF |
| 8. | **High Weald Local PPG Forum Update:**AL reported that she had recently attended a virtual meeting of the High Weald Local PPG Forum. It seemed that other local PPGs had not had many meetings during Covid lockdowns so she suggested that we had done well to keep going, with thanks to LP for ensuring that our PPG had continued to meet online. Theresa Killeen (Healthwatch) was carrying out a study looking at “best practice” for PPGs. Such things as, what is the minimum requirement for what a PPG should look like and how a PPG should work with GPs and PCNs. The Forum had floated the idea of possibly circulating all PPG Constitutions with a view to sharing the best ideas.The issue of our PPG Representative was discussed. LP had previously held this role and was happy to continue and this was agreed by the meeting. AL will also attend as some PPGs send two representatives. | LP/AL |
| 9. | **Diary Dates for PPG Meetings:**The Chair proposed that meetings should be arranged in advance for the coming year and that the meetings should vary between online and in person and also with the day and time of the week. This should enable the widest range of attendance from committee members. This idea was agreed and the following dates put forward:4pm Thursday 24 November 2022 in person in Buxted (venue tbc).6.30pm Tuesday 17 January 2023 online.4.30pm Thursday 23 March 2023 in person in Buxted (venue tbc).7pm Tuesday 6 June 2023 online.July 2023 Annual General Meeting (date and venue tbc). | JWJWLFVBVB/AL/JW/LF |
| 10. | **Social Media:**LP requested that an additional person help her with the administration of the PPG Facebook account. LF offered to discuss the matter with her after the meeting. Following some discussion, it was agreed that Practice and PPG announcements on social media should always be coordinated where possible. | LP/LF |
| 11. | **ANY OTHER BUSINESS****Fiona Thorpe:**CL reminded everyone that Fiona Thorpe was leaving the Practice and that a farewell event was happening on Friday 30 September. A PPG card was circulated for signature. |  |
| 12. | **Music in Waiting Rooms:**VB suggested that playing pop music in waiting rooms was not always a good idea if patients were feeling unwell.  |  |
| 13. | **Queueing at Reception:**It was noted that queues had been forming at the Buxted Reception in recent days. It was understood that this was because the touch screen check in facility was not working. It was asked if some system could be introduced to clear those who were merely trying to check in for their appointments. | CL |
| 14. | **Date of next meeting:** The Chair concluded the meeting and thanked CL and her team for providing the delicious refreshments and organising the use of the Hall. The date of the next meeting was agreed as: 4pm on Thursday 24 November 2022 in person at Buxted (venue tbc, either at the surgery or St Mary’s Hall). | JW |