

BUXTED & EAST HOATHLY Patient Participation Group (PPG)

Minutes of PPG meeting held on 12th July 2018 – 6pm at the Buxted Medical Centre

Present: Alex Pincus (Chair), Linda Pugsley, Carol Sweetland, Pat Linfield, Gillian Rice, Sylvia Shilliam, Stephanie Newman, Jonathan Walker, John Wenham, Stephanie Mckenzie-Hill, Alison Ledward, Vanessa Biggs In Attendance from Practice: Sara Sawyer, Jackie Smith

	TOPIC	ACTION BY
1.	Apologies for absence : The Chair, Alex Pincus (AP) welcomed all to the meeting, and to our newest member, Alison Ledward. Apologies were received from: Peter Wardbooth Jean Holmwood Deidre Browning Dr Gill Fiona Thorpe	
2.	 Adoption of minutes of last meeting and action items: Minutes were agreed as a correct record by the group, Chair requested that the previous May minutes were put onto the website, waiting for G.P partners to approve. Action: Jackie Smith (JS) will contact Dr Gill to ensure approval. Action items. Staff personnel boards – Jonathan Walker had been asked to look at Boards for photos and titles of practice staff, which he had done. Linda Pugsley has got hold of a spare board which the practice has now been given. Debate on the practicalities of implementation. The group agreed that this is good practice and should be implemented, recognising this is a process that needs to be given some thought in terms of practicalities. Action: Agreed to bring this item forward to the next meeting. AP to contact Jean Holmwood to see if she can help take the photographs for the practice staff. 	JS AP
3.	Surgery Update: JS updated, the surgery is now offering extended hours from 8 to 8pm in conjunction with Newick, from Mon to Friday, at Newick on Mon and Weds, at Buxted, East Hoathly and Manor Oak Horam, on a Tues, Thurs, and Friday, and alternate Saturdays 9-12 as a 6 month trial. Pre bookable by telephone but not online. This creates 40 additional appointments. The increase in appointments was welcomed by the group. Discussion in the group on whether this should be more widely publicised to patients? It was agreed that a notice would be put onto website with clear	

	criteria given in order to ensure that evening and Saturday	
	appointments are available to the right patients, e.g patients who	JS
	work.	
	Stephanie Newman (SN) asked it this could go onto prebookable	
	appointments on line, JS agreed to look at this.	
	Merger completed with Manor Oak Surgery from today, list size	
	15,000 patients.	
	Dr Melissa Farrant - rejoining in September from maternity leave.	
	Dr Robertson, G.P registrar starting in August 3 days a week as a	
	permanent G.P.	
	Chair asked JS on whether we have the required number of Drs, and	
	is there a target?	
	SN said that she would be sure NHS England/CQC would have an	
	expected ratio of staff to patients.	
	JS explained that the practice has also expanded the use of nurse	
	specialists to support staffing.	
	The Chair reported that the practice IPSOS MORI poll questionnaire	AP
	will be published on 8 th August, the group agreed to postpone the	7.4
	discussion on the current appointment system until after this	
	feedback is received.	
	Action: To review practice results at the next meeting, the report it	
	was noted also includes national averages for benchmarking.	
4.	Website Update:	
4.	SN updated the group that she had made contact with Francesca,	
	who is the practice link member for the website.	
	It was confirmed that one of the larger icons at the bottom of the	
	home page was for the Patient Participation Group, which is where	
	the minutes should be published.	
	SN had requested that the most useful contact telephone numbers	
	were easy to access on the website as are read out on the telephone	
	when ringing the practice, e.g for Pharmacy, Prescription clerk etc.	
	AP noted the website update date was on 14 th June, and queried if	
	this was the most up to date?	
	JW requested that a Page for opening times, list of Drs, and if	
	possible to have which surgery they are working at?	
	JS agreed this can be done for Buxted and East Hoathly, however	
	Horam has own website, Action: JS to look at the above with Francesca and add a link with	JS/FM
	the Horam website on the Buxted and East Hoathly website.	J3/FIVI
5.	Patient Feedback:	
0.	Pat Linfield (PL) reported that no patient letters had been received,	JS
	just a prescription, agreed that a note needs to go onto the box	
	saying no prescriptions!	
6.	Patient Representative Group (PRG) Update.– (Note the PRG	
0.	Group is a collaboration of the locality PPG Chairs): SN	
	PRG meeting was held on Thursday 24th May 2018.	
	SN reported that no decision expected until the Autumn on the Kent	
	& Medway stroke review, concern remains if preferred option	
	includes Maidstone instead of Pembury.	
	A presentation to the PRG had been expected from South East	
	Coast Ambulance Director of Strategy and Business Development	
1	but he didn't attend.	

	Dr Peter Birtles was also expected to attend to discuss the Community Hospitals Upgrade in 2018 but he also didn't attend. The PRG and Chair concerned with this lack of engagement. PRG Chair to write to Dr Birtles requesting a report on the community hospitals strategy prior to his attendance hopefully at a future PRG meeting. Alan Keyes, CCG (Clinical Commissioning Group) patient lead, said that a Joint PRG meeting with Lewes Haven PPG Chairs is to be arranged in September. Confirmed that Peter Wardbooth from our group is now the PPG representative on the CCG Quality committee, as requested at the PRG. CCG collaboration is on the CCG agenda, working well with Brighton in particularly. £10 million to save, 8m over budget this year. Negotiations with Brighton and Sussex University Hospital's Trust for a fixed financial envelope. CCGs in financial turnaround, £50m to be saved in High Weald Lewes and Haven, Crawley and Horsham & Mid Sussex, Brighton and East Surrey across the CCGs. This financial recovery has led to a "Health and care conversation", starting in Brighton.	AP
	Press release expected public to be expected to now pay for over the	
	counter medicines for a range of conditions.	
7.	Health Awareness Displays	
	 Stephanie McKenzie Hill and Carol volunteered to help with the Winter health display in September & October. Chair reminded LP to liaise with pharmacy to support as this worked well with the summer event. July & August 2018 – Dementia – Deirdre Browning September/October 2018 – Winter Health as noted above November/December 2018 – Sight & Hearing Sight Deirdre Browning, Carol Sweetland & Vanessa Biggs. Hearing Linda January/February - Healthy Living as noted above LP reported that the Hearing Bus was happy to attend the Sight & Hearing display and would be in the Car Park on Thursday November 29th from 10-12.30. Jackie had been asked and approved. LP also mentioned that there was a Sight Community bus run by ESAB(E Sussex Assoc. for the Blind) and they could be asked to attend. 	LP/AII
8.	CCG Update	
	Chair reported that the CCGs are working in an alliance to support the financial situation, CCG lead is Adam Doyle. [Adam Doyle is Chief Accountable Officer (Chief Executive) for NHS Brighton and Hove CCG, NHS Crawley CCG, NHS High Weald Lewes Havens CCG and NHS Horsham and Mid-Sussex CCG, and took up his post across the Central Sussex Commissioning Alliance on 1 January 2018. Prior to that Adam was the Chief Accountable Officer for Brighton and Hove CCG.]	

	Noted that a work stream in place looking at technology use in G.P practices, and how to successfully engage patients with this debate. The Electronic Referral System (ERS) was discussed, which is now in place, but requires a fixed format for information to send to hospitals, with the aim to shorten the referral time. Action: Update on the ERS implementation requested at the next meeting.	JS/EG
9.	Herbert Protocol This came through Sussex police. A form is available for carers to fill out with details on dementia patients, and with the facility to add a photograph. LP has also advertised this on local social media, see link attached. The group agreed this was a helpful tool to protect dementia patients. https://www.sussex.police.uk/advice/protect-yourself-and- others/missing-persons/herbert-protocol/	
10.	A.O.B Vanessa Biggs reported 2 issues, firstly that a patient who is highly allergic to anti inflammatory medicines had not had this highlighted on her notes as a warning, it was found eventually by the Dr who saw this patient so was in the notes but not easy to find, this raised the question on how allergies should show up in patient records? Action: JS agreed to look into this issue. The second concern is what is the protocol to agree for a spouse to have access to a relative's patient notes? JS reported there is a form that is completed to allow this, the issue appeared that this form had been completed but not actioned, JS agreed to investigate. Action JS	JS
	 Stephanie McKenzie-Hill had been given specific feedback from 2 patients on great care at the practice. But had received concerns on nurse referral waiting times. LP reported MSK (musculoskeletal) self referral issues. Their phone was often not answered and Sara said this was because the answerphone blocks the incoming call when it is full. Uncertainty over the status of the pilot self referral scheme. AP to clarify for next meeting. Alison Ledward (AL) reported that she had received a good experience. AL also asked the group if written reports on certain items could be 	АР
	circulated to the group, to save time at the meeting, AP agreed to review, as there were mixed views on the practicalities of this.	
10.	Date of next meeting: Note changes below	
10.	2018 Meeting Schedule	
10.		5:45pm